



Challenge

- Unreliable voice and spotty Internet service
- Frequent, frustrating delays and outages
- Pressures of demanding, high-profile customers

Solution

- A new voice, Wi-Fi and Internet bundle
- 1G fiber-based broadband connectivity
- Scalability to accommodate business growth

Results

- Greater access and visibility into networked machinery
- Expansion in location, staffing, and capital improvements
- A doubling in projected annual sales

The Challenge: Setting a Whole New Flight Plan

A Mission-Critical Commitment to Success

Armstrong Manufacturing & Engineering (AME) specializes in the design, production, and assembly of precision machined parts, custom assemblies, and long-lifecycle aviation pumps.

Since 1968, they have served a variety of customers, from commercial airlines to medical technology manufacturers to the U.S. Military's Department of Defense. With such mission-critical components and commitments, AME's success greatly depends on having a fast, reliable, and secure network communications. Unfortunately, the Tier 1 carrier they were using failed to deliver the service levels AME demanded, leaving the company no choice but to find a new communications partner.

"We were undergoing disruptive and frustrating network anomalies that were compromising operations," recalls Art Armstrong, President of AME. "We had problems with everything from phone calls to the Internet." And with the magnitude of customers that AME works with—and the essential services they all provide—the situation was simply untenable. "Getting Internet access always felt like a gamble. It was like, 'Are we lucky enough today?'" Basically, we were rolling the dice on connecting and staying connected."

When you compound all of this with the crucial services AME provides, the inconsistent communications and business interruptions were posing unsustainable risk. They needed a change, and fast.

The Solution: Making the 1G Fiber Connection

AME's internal team consulted with their communications consultant. Everyone weighed the substantial pros and cons of switching networks mid-flight, and how doing so might compromise the customers' delivery needs. After meeting with Astound Business Solutions, AME decided to make a full network switch.

Building upon a high-speed 1G fiber-optic connection, Astound equipped AME with its voice and Internet services, completing the installation with the same commitment to quality that AME brings to its customers. "The day we went live, we were up and running," Armstrong stated, "and we haven't had a problem since."

"Astound is a great company, doing a great job, and with excellent customer support. From our phone service to Wi-Fi to Internet, overall I am 100% satisfied and more than pleased."

The Result: "Keeping the 'main' thing, the main thing."

Beyond having dependable phone service and fast and reliable Wi-Fi, Armstrong also relies on the network to monitor production on their automated machines and testing tools. "I can monitor the productivity of my people and machines right from my office," confirms Armstrong. "I can capture and document just how many parts are being produced and at what frequency, right down to inspecting dimensions."

What has been the most positive impact of the network upgrade to AME's high-value customers? "In my business, the main product we're selling is time, materials, and margins," Armstrong says. "Today, with Astound's help, we're now even better

at keeping that 'main' thing the main thing." Business remains strong for AME, and capital improvements and company expansion are both substantial and ongoing. Armstrong is quick to credit a reliable network for being key to that business growth. "Astound is a great company, doing a great job and with excellent customer support. From our phone service to Wi-Fi to Internet, overall I am 100% satisfied and more than pleased." And in terms of the role the new network has played? "Astound is a huge part of our success and in taking these next big steps. Our gross sales, in fact, are on track to double."

For information about how Astound Business Solutions can help your enterprise drive greater success, [contact your local representative.](#)