

# Cal Net Technology Group Case Study

## Cal Net Technology Group offers CoManage Solution for Southern California Manufacturing Company



Customer Name: Fleetwood Fibre

Industry: Manufacturing

Number of Employees: 225

Annual Revenue: \$62M

Project Location: City of Industry,  
California

Web site: [www.Fleetwood-Fibre.com](http://www.Fleetwood-Fibre.com)

*"If we do not have the answers for an IT-related issue in-house we have the assurance that someone at Cal Net will know what we need."*

- Jodi Cook, IT Administrator,  
Fleetwood Fibre

### Challenge

Fleetwood Fibre had been working with a Boston-based IT Consulting firm for several years who had vast experience with the manufacturing industry. In 2010, the company knew they needed to make the switch to a local firm because of the challenges they faced with a non-local IT services company.

Fleetwood Fibre had terminal servers that would lock up and disable users from doing any work until the server was rebooted. The staff was extremely frustrated and it was causing an hour to an hour and a half of down time per person. When you multiply that by 225 employees that is an extreme loss of manpower. During July 2010 the company email was down for 6 hours a day, and at that point IT Administrator, Jodi Cook, called Cal Net:

"We had originally met Cal Net's CEO, Zack Schuler, in 2009 and were thoroughly impressed with their approach to doing business and felt comfortable from the start. We weren't ready to 'make the move' at that point, but as soon as we needed to change, I called Zack immediately."

### Solution

By implementing Cal Net's CoManage solution, Fleetwood Fibre was given access to resources and certifications of a large company without having to train additional staff or invest in cutting-edge IT education. Cal Net's highly-trained team of IT professionals are available and on-call to provide technical management, implementation of upgrades, and troubleshooting.

## Results

From the time Cal Net implemented CoManage, the company's systems are much more stable. The servers are not locking up or shutting down, and the employees are not complaining.

"Cal Net truly took the time to understand our situation from the beginning. The assessment was a key selling point: from day one they identified our problem issues which means we've had no surprises...even one year later."

## About Fleetwood Fibre

Since 1952, Fleetwood Fibre has provided packaging that helps its customers sell more products. The company is a manufacturer of packaging products, creating anything from a basic brown box to more graphic displays you see in stores. Fleetwood Fibre sets itself apart by offering customers both folding and corrugated boxes, thus becoming a "one stop shop" for complicated structures.

## About Cal Net Technology Group

Founded in 1995, Cal Net Technology Group provides small-to-midsize companies in Southern California with technology consulting and IT computer services. When clients choose Cal Net Technology Group, they don't simply hire an IT professional; they gain an insourced IT department. Better than a stand-alone in-house IT department, Cal Net Technology Group deploys ongoing IT services and project management solutions to help companies communicate effectively and protect their critical data while saving time and money. Its signature services, TECManage and CoManage, give clients cost-effective options to manage the entire IT function or specialized services, such as IT systems conversions and modification.

