



# WEST-TECH CASE STUDY:

## How West-Tech Maximized their Resources

Every day, VARs work hard to uncover opportunities and turn them into profitable deals. And they work even harder to ensure that each project goes smoothly, finishes on time and comes in under budget. The most successful VARs understand how and where to focus their time and expertise. As such, when West-Tech Communications identified an opportunity to engage ScanSource Services Group for implementation, they took advantage of it. This decision proved invaluable for a project with Colorado Department of Transportation (CDOT).

**THE CHALLENGE** West-Tech, a Colorado-based business partner, works on large, multi-site enterprise installations. The proposed solution often involves software and hardware product from different manufacturers. It's critical that the implementation team selected for such a project have the experience in these different applications in order to provide a smooth implementation.

So when an opportunity to work on a complex project for CDOT arose, a quick evaluation of their resources led them to ScanSource Services Group. West-Tech felt that it simply wasn't feasible for a company of their size to handle implementing the complete solution. "We knew that for the best outcome, we would need to add certified, experienced engineers to act as an extension of our business," said Dan Finegold, Voice and Data Sales System Engineer for West-Tech. "For a project of this magnitude, it was critical to have multiple specialists to assist with all aspects of the project - including a special skill-set to integrate a third-party software solution. And we needed a team of professionals who understood how we support and treat our customers," says Finegold.

**THE SOLUTION** After a few discussions about their project goals, the ScanSource design specialists assisted West-Tech with CDOT's complex hardware and software design. They evaluated the configurations and scope of work and recommended ScanSource Services Group for the implementation. According to Finegold, "ScanSource Services Group had the talent and certifications to handle all aspects of the project. They understood the product and in comparison they were less expensive."

**THE PROCESS** The process began with configuring the CDOT server in our Custom Configuration Center. Additionally, a ScanSource Services Group project manager was assigned to streamlined communications as the single point-of-contact. The project manager ensured that multiple technicians, engineers, and other experts worked seamlessly to achieve success. West-Tech was informed about the status and timelines of the project every step of the way to a successful completion. "The project manager (and all parties involved) were far more impressive than any other that I've ever experienced!" said Dave. The management team "owned the project and addressed any issue that arose"....a sincere pleasure to work with" - Dave Finegold

**THE RESULTS** The complexities of CDOT's contact center implementation were handled professionally by a team of experts who not only understood the product but the policies set forth by the manufacturer. Furthermore, ScanSource Services Group's contact center team actually developed a connector (for the third-party software provider) to complete an end-to-end solution for CDOT. At one point during the project, ScanSource Services Group discovered that additional licensing was needed and worked with West-Tech and CDOT's IT department to find a resolution. "When challenges arose during the project, ScanSource Services Group quickly shifted gears to overcome them," added Finegold.

## **SCANSOURCE SERVICES GROUP'S PROFESSIONAL SERVICES DELIVERS**

The contact center implementation for CDOT was a success and West-Tech plans to use ScanSource Services Group on future projects. In fact, ScanSource's sales team also recommended a high-end solution that would complement this project, which West-Tech is considering for another project.

## **WANT TO LEARN MORE?**

If you're ready to expand your team without adding to your overhead, let ScanSource Services Group be a cost-effective, real-time extension to your company. Contact ScanSource Services Group at 866.370.6712 x8701 to discuss your project needs.

