

CHESAPEAKE TELEPHONE SYSTEMS

customer experience



WHITMORE PRINTING & IMAGING

Annapolis & Millersville, Maryland

"We know printing and Chesapeake knows communications. We've been business partners for 15 years. A lot has changed with technology and our friends at Chesapeake are keeping us up to speed!"

— **Steve Shenk**

Executive Vice President
Whitmore Printing & Imaging

AT-A-Glance

Customer

- Printing & Imaging

Solutions

- Mitel SX-200 ICP phone system
- Mitel Remote Peripheral Node
- Mitel Digital and IP phone sets
- HP ProCurve routers
- HP ProCurve POE switches
- Adtran Netvanta Firewalls
- Mitel Teleworker Server
- Verizon point-to-point T1s

Key Benefits

- Better customer support
- Improved internal communication
- Cost savings on local calls
- Administrative control
- Well positioned for growth

Technology, Craftsmanship, Commitment...

A printer with more than 50 years of experience, Whitmore has built a growing business around a dedicated team of professionals. The company, based in Annapolis, has earned an excellent reputation for high quality reproduction and brilliant four color work. Whitmore's craftsmanship wins annual kudos from the printing industry, while its commitment to superior service consistently wins the hearts of loyal customers.

A new venture

Chesapeake is among Whitmore's happy customers. In fact, Whitmore and Chesapeake have been doing business together for over 15 years. As Whitmore's business has expanded they outgrew their old phone system and their Annapolis location. Opening a new location in Millersville, Whitmore set up a direct mail fulfillment facility to complement their busy printing operation. Chesapeake was engaged early in Whitmore's expansion planning because voice and data networks are mission critical in the printing business.

Connecting locations

Chesapeake upgraded the LANs in both offices and implemented firewalls to secure Whitmore's data traffic. Chesapeake also arranged for a dedicated T1 between the print shop and the direct mail business to interconnect the data systems and phone equipment. This arrangement eliminated the need for redundant internet connections at both sites and resulted in significant cost savings. Customers are easily transferred as an internal call between the printing business and the direct mail facility, further reducing local phone bills. And the staff appreciates the simplicity of 4-digit dialing. Chesapeake's unified phone system for Whitmore is so seamless that the staff in Annapolis can even use the overhead paging system in Millersville to find employees in the warehouse.

Ready for more success!

Whitmore now has full control of its new communication system, taking care of all moves, adds and changes from a web-based management tool. The new communications network enables Whitmore to keep its customers, people and departments well connected – and well positioned for future expansion.

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