At the office, or 100% remote — Timber Automation pivots their internet productivity

When Ritter Communications launched business services in Hot Springs, Arkansas, Timber Automation made sure to be first in line.

CHALLENGE

Timber Automation needed a 1 Gbps fiber network to support their 30 field agents and 150+ employees in two countries.

Timber Automation designs and implements manufacturing equipment for timber mills across the U.S. and Canada. Problem was, they were stuck with communications that couldn't keep up.

With 150 office employees and 30 engineers in the field, Timber Automation was running Office 365, Voice over IP (VoIP), and a CRM on a 100 Mbps pipeline. Additionally stressing the systems, their engineers were regularly uploading and downloading large AutoCAD files from the field.

"If someone knew they needed a file for a job tomorrow, they started downloading it the night before to have it ready," says Timber Automation's Senior IP Administrator, Matthew Stevens. "We were using a lot of data. And we needed another solution."

Unfortunately, the only company that could provide that solution was the one Timber Automation was already using. They were a telecom giant — and the only one in town at the time. Reluctantly, Stevens asked them to help.

"We asked them to run a fiber line to our building," says Stevens, "which they made us pay for."

Even after the $20,000 upgrade, Timber Automation's new "fiber" line would go down in heavy rain. And Stevens' own test showed the line maxing out at...100 Mbps.

TIMBER AUTOMATION

FOUNDED
1988

INDUSTRY
Engineering

RITTER SERVICES PROVIDED
100% fiber internet

BENEFITS
More robust service
No more outages
Greater bandwidth
Better resilience
Amazing customer service

SOLUTION

When Ritter Communications launched services in Hot Springs, Timber Automation made sure to be first in line.

Stevens was aware of Ritter Communications and their stellar reputation in Northeast Arkansas from his days as an IT director in a large school system. So when he heard Ritter was expanding throughout Arkansas — particularly to Hot Springs where Timber Automation's offices were limping along — he called them.

"I started pestering them to get in line," Stevens says. "I begged to get on the waitlist so we could get fiber as soon as they turned it on."

Ritter Communications was quick to help. After an in-depth discovery about specific broadband needs and timelines, Ritter sent a team to Hot Springs to build a dedicated internet access circuit which gave Timber Automation a 100% fiber backbone for the first time.

The engineering team created a customized solution that not only satisfied today's demand, but offered room for expansion in the future. All the equipment curated for Timber Automation allows for a seamless upgrade anywhere from 5 to 10 Gbps if and when the company grows.

RESULT

Not only does Timber Automation have consistent and reliable broadband, they were able to pivot to working 100% remote as needed with no problems.

Immediately, Stevens' tests showed regular speeds of 1 Gbps — something he'd been trying to get for so long. Then the Covid-19 pandemic required a shift in operations.

Like so many businesses, Timber Automation's 200+ employees transitioned to working remotely. "Everybody was hitting the VPN and network resources at once," Stevens says. "Our pipe is actually getting more traffic with everyone working from home now. And because Ritter already had everything we needed in place, it was easy for us to make the transition. I didn't even have to reach out to them."

The improved network and additional time away from the office has also allowed Stevens to go all-in on a project he had been hesitant to tackle before having a fiber connection — reliably pushing 12 terabytes of data to the cloud in an effort to become faster and more nimble.

"Our network just works," Stevens says, "And I'm happy about that."

> **"We're now moving our file server into the cloud, something we couldn't do before Ritter."**
>
> *Matthew Stevens,
> Senior IP Administrator,
> Timber Automation*

Reach out to us to find out how advanced, fiber-optic technology and cloud solutions can keep your business running smoothly.

Ritter COMMUNICATIONS

888.336.4249 | ritterbusiness.com