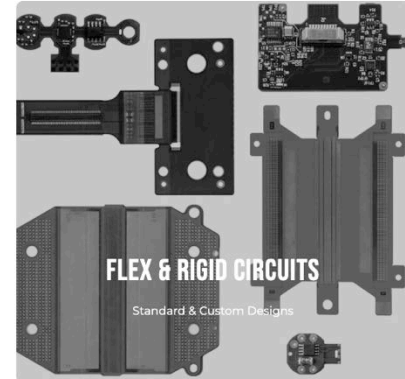
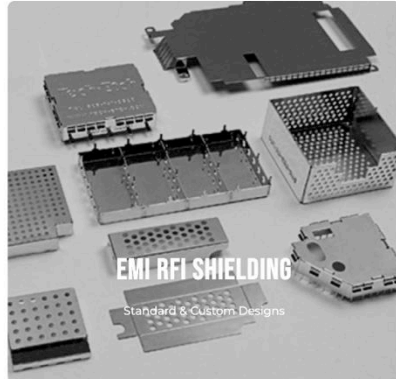




CASE STUDY Tech Etch, Inc. Plymouth, MA



Partners Provides Tech Etch with Precisely Designed Communications System

Precision. That's what Tech Etch, a leader in the precision parts manufacturing space, is all about. Think of all those intricate pieces that go into almost anything, including circuitry and other precision-engineered thin metal parts used in medical, military and telecommunications applications.

That's why precise communications are such a vital component of Tech Etch's business. So when its 20-year-old Executone phone system became obsolete, the call went out to Partners Technology to provide an up-to-date communications system powered by newer technology that could carry Tech Etch into the future.

Precise, unified communications

An employee-owned business headquartered in Plymouth, Massachusetts, Tech Etch has been in operation for 57 years. It has manufacturing plants in two other locations, one in Fall River, Massachusetts, and a third in Litchfield, Minnesota. One of the first considerations in recommending a new communications system was the need to streamline and unify communications among the company's three locations and its customers.

Partners Technology, an Exclusive Mitel Gold Business Partner, recommended a new Mitel IP unified communications solution that was easy to deploy and manage; supported both remote and on-site workers; and provided the scalability Tech Etch needed for future growth and expansion.

Sophisticated features

"Enabling employees to work from home is by and far one of the most implemented business continuity plans during the pandemic, which was one of the main criteria Tech Etch was looking for in a new system," said Senior Partner Jim Rabbitt. "At Partners Technology, we offer the full portfolio of Mitel on-premises, cloud and hybrid communications technologies, including remote worker softphones and video meeting applications to make it easy for teams to collaborate wherever they are."

Tech Etch now enjoys more communications options with other features including Mitel Dynamic Extension, which allows users to select up to eight different devices or numbers to act as their answer point; SIP phones for personalized one-touch call-handling options; easy to use conference bridges; and cloud-based auto attendant failover to ensure calls are automatically answered and routed properly among the company's three plants even if communications go down unexpectedly at one location.

"We're thrilled with our new system, which met all of our criteria for replacing the old one," reports Bitterman. "We've already realized a healthy ROI and other telecommunications efficiency gains and cost savings."

In addition to the benefits gained from its new Mitel system, Bitterman said working with Partners Technology couldn't have been better.

"Partners' superior customer service went above and beyond our expectations. In general, they're a complete pleasure to do business with." – Karen Bitterman, Director of IT



ABOUT Tech Etch

Since 1964, Tech Etch has been providing clients with the engraved products they need to perform their work. We started as a small engraving company in Boston, MA and have grown over the decades through acquisition and new plant construction. Focusing on our client's specific needs and looking to the future with innovative technologies have powered our growth to where we are today. Our goal at Tech Etch is to provide every client with world-class service, top-quality parts, and comprehensive solutions that fit their specific needs. When you partner with Tech Etch, you can expect the highest quality service from day one.

ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



Bringing People and Technology Together

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