

## **Computer Technologies, Inc Provides Avon Hi-Life Onsite Support for Greater Network Efficiency, Productivity Across International, Domestic Borders**

### **Situation Analysis**

When an international company's strategy is to develop the business through extensive investment and appropriate acquisitions, there are endless communications and technical demands that must be addressed to ensure smooth and efficient operations. This approach was challenged when, in 1998, England-based Avon Technical Products, acquired Hi-Life Rubber, LLC, located in Johnson Creek, WI. The highly successful company was already a major manufacturer and distributor of related products to the North American dairy industry. Combined with existing dairy business in the UK and the US, the acquisition positioned Avon as a leading manufacturer of rubber dairy liners in the world.

Prior to being purchased, Hi-Life Rubber, Inc. had an established 8-year working relationship with Computer Technologies, a full service provider of network consulting for small to medium-sized companies throughout southeastern Wisconsin. This partnership was designed to support the company's 30 users, offer cost-effective purchasing recommendations and maintain uninterrupted network access and capabilities.

### **Support Meets Function**

Subsequent to the acquisition, Cindy Frohmader, Avon's Quality Assurance Coordinator was responsible for the IT department while preparing for ISO certification. As a cost-effective alternative to a full-time employee, Computer Technologies proposed a service contract that met the company's immediate and anticipated IT needs. Five to six hours per week, a technician is onsite to manage this important function. Avon's decision to facilitate their plan was natural. Not only is the yearly contract saving Avon thousands of dollars every year when compared to a full-time hire, but Computer Technologies was already familiar with Avon's operations and personnel.

"Having Computer Technologies service our account on a regular basis puts us on the leading edge of technology without the associated costs of training and benefits, and it's always a pleasure doing business with a group of such responsive, hard-working people," said Frohmader.



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## **Central Connection**

In addition to the Johnson Creek facility, the Avon operation includes a warehouse in California, a sales office in Arizona, and the corporate headquarters in Wiltshire, England. Computer Technologies ensures a secure Internet connection for the inter-office network since all customer files, including previous history and current data, are stored on one server.

Another benefit for Avon Hi-Life is Computer Technologies' problem-solving capability. A year and a half ago, Computer Technologies assisted with the implementation of an Avon developed financial portal. The portal utilized VPN and ISDN connections resulting in an extremely slow, problematic connection. Computer Technologies made the connection operational, but also recommended a more cost-effective time saving connection. Today Avon is still utilizing the secure VPN connection recommended by Computer Technologies, but is connecting to the corporate financial portal through the Internet on a high-speed DSL connection. The high-speed connection gives Avon the ability to share important documents electronically and improve communication to the corporate office as well as closing the financial month in a more timely fashion.

On-demand access to Computer Technologies' network assistance is also paramount, especially in a disaster recovery situation. For instance, when lightning struck the Johnson Creek facility a year and a half ago, one call to Computer Technologies' emergency line resulted in having their computer network operational in a few hours.

## **Future Advancements**

As Avon identifies new dairy markets for its products, Computer Technologies will be on hand to help manage its growth. Mutual trust between Avon and Computer Technologies continues to allow IT decisions, such as computer upgrades, server maintenance and spacing issues - to be made together, while considering what's best for the bottom line. New projects are on the horizon, including a video conferencing capability to replace expensive overseas trips.

## **Computer Technologies, Inc.**

Since 1990, Computer Technologies, Inc., located in Elm Grove, Wis., has been providing network consulting and support for companies throughout southeastern Wisconsin.

For more information, visit [www.ctaccess.com](http://www.ctaccess.com) or call (262) 789-8210.