

# CASE STUDY

Worldwide commercial construction firm is building for the future with its upgrade to the latest SIP and MPLS network technologies

## MPLS and SIP Trunking



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*Chris Morgan,  
Systems Administrator,  
Cumming*



The 350 professionals at Cumming are totally at home directing hugely complex, demanding construction projects where the slightest slip in schedule can have major costs. Given that those projects — ranging from hospitals to casinos to office buildings — span all 50 states and more than 25 countries around the world, that home is more often than not a hotel room. “We’re a consultancy that handles every facet of major programs from project and cost management to dispute resolution,” says Chris Morgan, Cumming Systems Administrator. “As a result, I’m constantly looking for new solutions. With everything changing so quickly, there’s always a way to become even cheaper, faster and more efficient.”

### PROFILE

- International project and cost consultancy
- 350 employees
- 23 U.S. locations

### CHALLENGE

Find a way to maximize precious bandwidth and rapidly adapt to changing business needs

### SOLUTION

SmartVoice SIP service with dynamic bandwidth allocation running on an MPLS IP VPN

### BENEFITS

- Bandwidth allocated to voice and data adjusts automatically to optimize performance
- Extension-to-extension calls stay on-net and don't run up long distance charges

### RESULTS

Cumming is able to do everything cheaper, faster and more efficient



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## THE CHALLENGE

When the recession put a crimp in construction and made videoconferencing an increasingly attractive alternative to expensive plane trips and hotel charges, Morgan looked at his existing network to understand how best to accommodate it. What he found was an array of PRIs, T1s and bundled T1s that weren't being used efficiently and sat idle with unused bandwidth.

"I went to TPx and said, show me what you can do. This was right when Net's MPLS network and SmartVoice's dynamic bandwidth allocation were just rolling out. That gave us the best of both worlds, letting me allocate bandwidth between voice and data as needed."

## THE SOLUTION

Cumming transferred all its sites to MPLS and SmartVoice, using fiber, Ethernet over Copper and T1 transport. Core services like payroll and email and voice all run over the MPLS network today and Morgan's able to change the way he prioritizes network traffic as his needs change. Today, for example, an improving economy has made videoconferencing less needed. Voice traffic that links Cumming locations across the country with the ability to make on-net extension-to-extension calls that don't run up long distance charges has moved to the forefront.

"TPx's growth during the years we've worked with them has let me grow with new technology like MPLS," Morgan says. "I've been pushing to always be out front, even though we're a small company and I'm one of three IT people. TPx gives me small company attention that lets me do that, even though they're not small today. One thing that's really nice is I've gotten to know TPx's techs over the years because there's so little turnover. I've built up a rapport with them and really like knowing who's coming through the door."