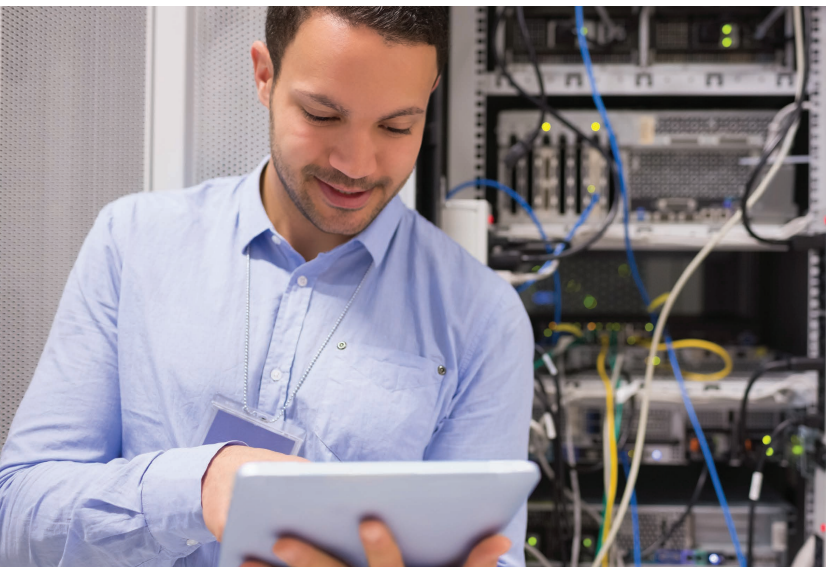




TailWind Helps Streamline Multi-Location Network Management

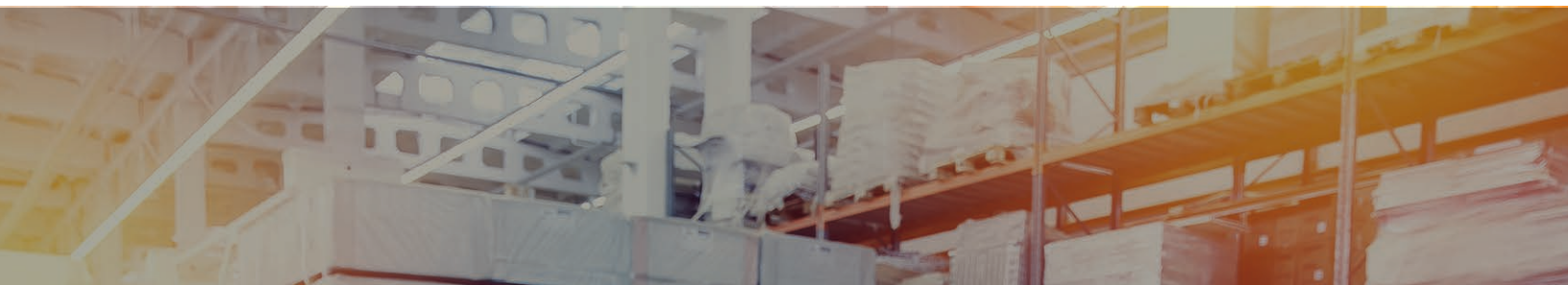
Beacon Building Products Saves Hundreds of Hours
and Keeps Branches Online



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The process with TailWind is so easy and streamlined. It's been a huge benefit to Beacon – and to me personally.

- Ben Haverstock
IT Manager, Branch Voice & Data, Beacon Building Products



The Challenge

- Beacon's team of technicians had to drive for hours or fly to different regions to take care of issues that arose at different branches.
- Providers with a smaller footprint than TailWind weren't able to get technicians dispatched in time to emergency sites when needed.
- Beacon also needed to replace wireless access points at 170+ branch locations.



The Action

Across all of Beacon's branch locations, TailWind provides emergency technician dispatch.

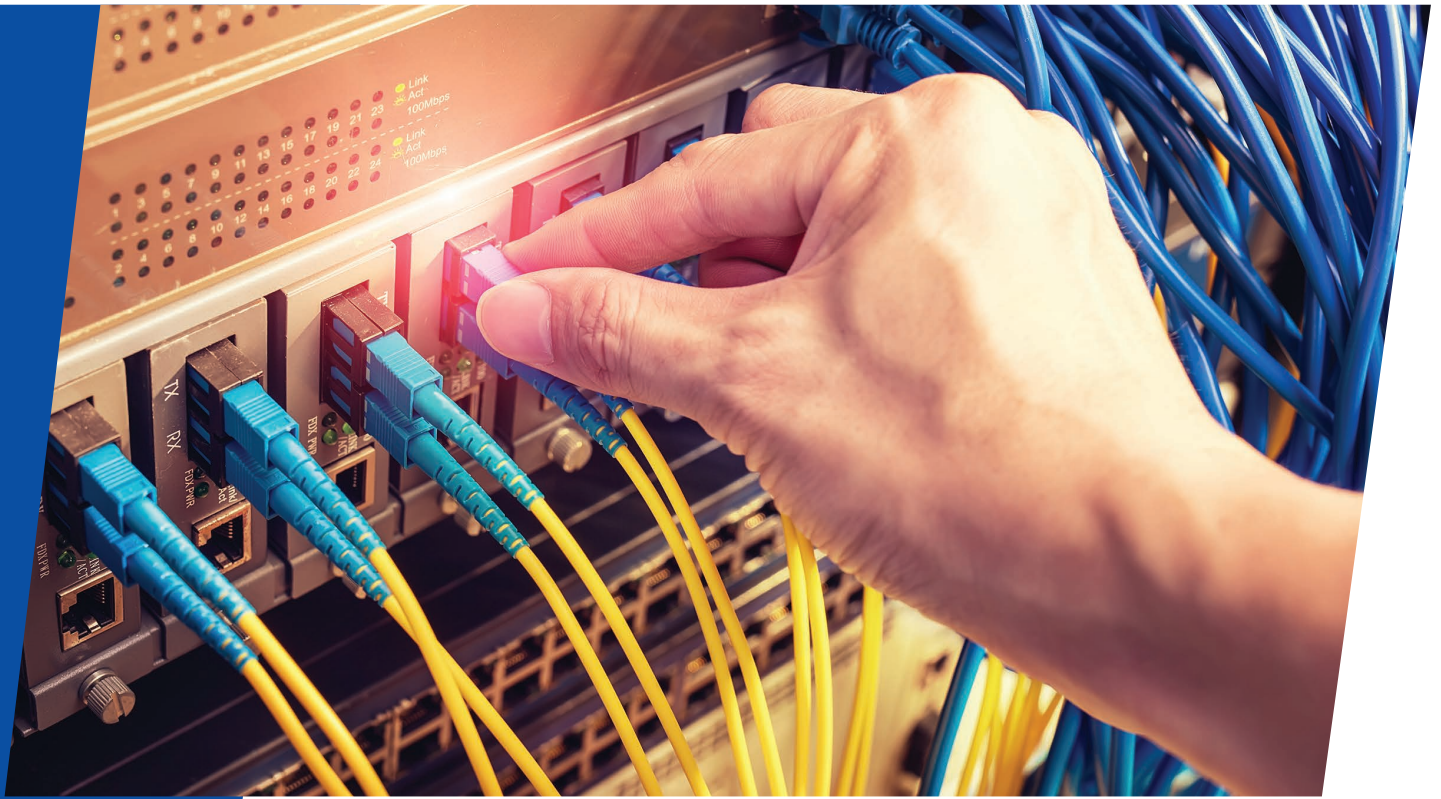
- If there's a branch that's down, TailWind quickly sends someone onsite to put hands on the equipment.
- TailWind can trace cables, run new lines, troubleshoot, and take care of anything that requires expertise.

TailWind completed a wireless access points project for 170 of Beacon's locations – resulting in major savings.

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Before TailWind, I've had to wait several days to source a technician – and that left us stuck with an office that's completely offline. TailWind's response times are very quick, and they stay in constant communication.

- Ben Haverstock
IT Manager, Branch Voice & Data, Beacon Building Products



The Results

Beacon gained ease and efficiency in managing IT at multiple locations. The company no longer has to waste time and resources to fly employees to branch locations – TailWind handles it all.

Wireless Access Points Project

- At least two hours of time saved for the branch voice and data team at each of 176 branches
- 352 hours of Beacon's time saved – **on a single project**



With TailWind, it just takes a quick email to open a new ticket. I don't even have to follow up on it. TailWind will take the ticket, source the technician, dispatch, and communicate with the branch. The ease gained is beyond quantifiable.

- Ben Haverstock
IT Manager, Branch Voice & Data, Beacon Building Products