



Corporate IT Solutions

Kal Tire

Kal Tire is a multinational tire company with both mining and commercial operations including more than 250 locations across Canada through its retail division. Canadian operations are managed from the company's headquarters in Great Vernon, British Columbia.

Situation

Kal Tire was looking to reduce workload on their service desk where technicians were spending far too much time trouble shooting network issues and sitting on hold with more than 20 ISP's necessary to deliver connectivity to all 250 locations. As a result, Kal Tire began searching for an expert to fill this gap. Through a pilot process that began in 2012, CIS was given the green light to manage all of Kal Tire's Canadian locations.

Challenges

Initially, Kal Tire was concerned that CIS didn't have experience in Canada or with any enterprise Canadian clients. But in short order, CIS has proven otherwise, taking the load off the Kal Tire team so they can focus on trouble tickets related to system issues instead of wrangling with ISPs.

"Anyplace where we need hands on, we call CIS. They have the staff and solid relationships that really help to drive coverage over a big distance. We really appreciate not having to manage contractors or do it ourselves. We just call CIS and we know it will get done."

Allan Heel, Director of IT for Enterprise Infrastructure & PRP Applications

Solutions

"CIS has better contacts with the ISPs than we did. They've been able to manage our ISPs and get results faster. Their knowledge in network management is deeper and they know what to ask and how to get the job done—they always push to get tech dispatches out ASAP," said IT Director Heel.

The relationship with CIS is already expanding to include broadband qualification and procurement for a backup broadband connection at each location and the installation of digital signage and guest wireless services. Kal Tire now relies on CIS for onsite work across their entire footprint.



True Service.



CIS Professional Services

- Distributed and managed an RFP for broadband management
- Configuration and design for DMVPN

CIS Implementation Services

- Broadband qualification and procurement
- Broadband ordering and installation
- On site installations for broadband and digital signage

CIS Management Services

- Managing existing broadband network
- Network monitoring and management
- Critical server management and monitoring
- Break fix, dispatch services to support all locations
- Broadband backup node management