



## Growing Contracting Company Increases Efficiency and Dramatically Reduces Telecommunications Expense With Elite Telecom Services

**INTRO:** With nearly seven decades of experience in transportation paving and construction, C.W. Matthews Contracting Co., Inc. is a leading Georgia Department of Transportation contractor. The 1,200-employee company has built a bedrock-solid reputation by developing innovative strategies for the most demanding construction challenges and providing exceptional quality asphalt at a competitive price.

### Business Case:

In 2003, C.W. Matthews came to Elite Telecom Services (ETS) seeking better customer service and pricing for its voice and data communications needs. The ETS team evaluated the system's structure and compared it with current and future companywide requirements, making recommendations that initially saved C.W. Matthews \$58,000—28.5% of its previous expenditure for these services.

As C.W. Matthews expanded, including the acquisition of other asphalt operations, the company looked to Elite Telecom Services to continue streamlining and enhancing its operations. Today, ETS manages most all aspects of C.W. Matthews' voice and data needs—from carrier contract negotiation to front-line customer support—for 30+ plants, office and construction locations including its corporate office.

### How It Works.

Working with all offices and aspects of the operation helped Elite Telecom Services recommend broad-stroke improvements for C.W. Matthews, regarding both carriers and technologies.

C.W. Matthews needed more efficient processing of information at all of its plants, which feed information back to the corporate office on a daily basis. ETS recommended upgrading the network to T1 speeds, thereby increasing Internet bandwidth and facilitating greater throughput.

**"In [early] September 2006, we had 900 employees and by September 18, we had 1,600 employees. ETS was invaluable; they worked with AT&T to get things done and get them done quickly."**

**Jeff Roginsky**  
Division Vice President of  
Information Technology

"We have six T1 lines at each asphalt plant, so we can poll the data with them in about a 15-minute loop and be updated at the office," says Jeff Roginsky, Division Vice President of Information Technology. "This lets everyone know what the plants are producing. When a superintendent needs to know if a truck has been loaded or why something has not arrived, he can look and see if the plant has created a ticket."

"We have a several Department of

Transportation trailers at job sites that have T1 lines, as well," Roginsky continues. "It is not just about communication at the asphalt plants. Each time a new construction site goes live, we call ETS and tell them what we need, and ETS actually goes on site, does a site survey and makes certain the facilities are adequate."

When C.W. Matthews acquired another multiple location heavy highway contracting asphalt plant company in 2006, ETS managed the transfer of all voice and data traffic from the acquisition's current carrier. As C.W. Matthews has continued to grow, ETS has managed the addition of new services including additional voice lines and fax lines. At the end of each contract term, ETS bids out the various telecommunications contracts and secures reduced rates. ETS renegotiated a telecommunications contract prior to the downturn in the market, resulting in added savings for C.W. Matthews.

ETS also handles all support and problem resolution, working with carriers as needed to ensure satisfaction. "At any given time, we may have 30 T1 lines at plants and construction sites across the state," says Roginsky. "If solo locations have a problem, they call someone in IT with the question; then, we either initiate a trouble ticket or get in touch with ETS if we feel it is warranted."

### Looking Forward

ETS introduced frame relay as a standard for the organization in 2005 because it was a proven technology that was reliable. Now ETS is helping the organization look into newer technologies like MPLS (multiprotocol label switching), a more efficient technology for doing total voice and data communications using quality of service.

