

THE JASPER CHAIR COMPANY
QUALITY SEATING SINCE 1921
TRUE AMERICAN MANUFACTURING

Case Study:

Jasper Chair Company

How Keller Schroeder Helped Jasper Chair Upgrade its IT
Network and Security Infrastructure with Cisco Technology



“Keller Schroeder configured and installed a new IT network, Voice-over-IP (VoIP) phone system, and server to enable Jasper Chair Company to offer better quality technology, reliability, and overall security and backup recovery within its 275,000 sq. feet warehouse space for close to 100 employees.”



Chad Barth
Vice President
Jasper Chair Company

"Jasper Chair is a family-owned business that has been creating and manufacturing chairs for almost 100 years. When we were searching for a company to help us build a new technology ecosystem, Keller Schroeder came highly referred to us."

"When we started working with Keller Schroeder last year, we immediately felt comfortable because they were so hands-on, organized, and on top of the project."

"Based on the projects Keller Schroeder has worked on for us so far, we've received so much ROI. They really did a wonderful job, and our employees are happy with the new technology and its high functionality."

Headquarters:

Indiana

Industry:

Furniture

Keller Schroeder Customer:

Since 2016

Problem:

Needed access to faster, better performing, and more secure technology

Solution:

Professional IT Services by Keller Schroeder, powered by Cisco

Result:

"Keller Schroeder enabled us to build and configure a new IT network, server, virtualization, and VoIP phone system with Cisco technologies. Now we are able to deliver the best quality service to our customers because our IT systems are working effectively."



Jasper Chair Company

From 1921 to today, Jasper Chair (www.jasperchair.com) maintains the same way of doing business: making quality furniture that can be used for a lifetime by employing skillfully trained craftsmen and using only the finest raw materials within the manufacturing processes. The company's high quality chairs are built to last a lifetime.

Jasper Chair Company is proud to manufacture its furniture in America, offering unique, heirloom furniture that can be passed from generation to generation. The company upholds the highest environmental standards, delivering protective methods to benefit future generations with its conscientious, sound manufacturing processes.

The Challenge

Jasper Chair's IT network and phone systems were outdated and systems were disjointed. In fact, it was starting to affect the workforce and it was slowing down production.

"Offering better technology that works together well is an essential backbone of any successful business. We knew we needed to heavily invest in new technology infrastructure, and we were looking for a trusted provider to help us build a strategy and a roadmap to gain a competitive advantage with the new technology."

Jasper Chair needed to find an IT company to help them build a roadmap to overhaul their existing IT infrastructure and replace it with faster, better performing technology that would enable them to offer an improved experience to their employees and customers.

The Solution

Great Strategy and IT Roadmap for the Future

Jasper Chair was in search of a reliable service provider who could help them build a cohesive IT network and completely overhaul its existing phone system. Jasper Chair reached out to its IT manager, who then referred the company to Keller Schroeder.

When Jasper Chair hired Keller Schroeder, their engineers and account managers were able to hit the ground running. The Keller Schroeder team listened to Jasper Chair's concerns, they took time to understand the company's technology wish list, and fully learn the current IT landscape.

“We have really put our faith in Keller Schroeder, and they successfully laid out a plan to help us build the IT infrastructure we needed to be successful. We are confident in the technology selected because we chose Cisco.”

— Chad Barth, Vice President at Jasper Chair Company

Keller Schroeder created a roadmap and added in security solutions that would meet the IT needs of Jasper Chair. This new infrastructure included Cisco VoIP phone system, a server, Cisco Adaptive Security Application (ASA), and a new network.

“Most importantly, Keller Schroeder helped us choose the best Cisco security products to protect our company from ransomware or cyberattacks.”

Benefits

High-Performing, Driven, and Organized

Throughout the project, Keller Schroeder was organized, attentive, and thoughtful about meeting Jasper Chair’s needs. The Keller Schroeder team lead the charge in effectively managing the projects, and the company worked well with Jasper Chair IT team.

“What most stood out to us with Keller Schroeder was their people. They were great to work with. They are all so effective and driven, and you can definitely tell that they love their job and the work they are doing.”

Keller Schroeder’s extensive knowledge about the Cisco products and solutions provided Jasper Chair with a guarantee the final solution would be high functioning and reliable.

“They were cohesive with our IT systems, they integrated the projects well, and their engineers worked with the network team to ensure everything was working well together.”

Managing the budget efficiently is a large part of successfully seeing the project through. Jasper Chair’s headquarters is located about an hour away from Keller Schroeder’s office, so the company took the time to conduct video conferencing sessions as much as possible to help control the costs.

“Keller Schroeder really put us first. Once they had the IT infrastructure in place, they really worked with us on the budget by accommodating us remotely.”

“We’re glad to have Keller Schroeder as partners. Their employees are productive, they work hard, and are fully trained and knowledgeable about all the new technology to help protect our business.”

— Chad Barth, Vice President at Jasper Chair Company

Thorough Support

Building and installing a new network and VOIP phone system can be complicated. Throughout the process, Keller Schroeder provided Jasper Chair with end-to-end support. From planning and purchasing and all the way to installation, Keller Schroeder was organized and set expectations for Jasper Chair to ensure the project’s success.

“Keller Schroeder brought so many good ideas to the table, and we depend on them for that. They not only helped us build our new network and VOIP phone system, but they also gave us a plan for the future.”

“The team at Keller Schroeder made us feel comfortable. They are very hands-on, organized and were on top of everything during the project. We received so much ROI on the work they did for us and the technology installed. They did a wonderful job.”

— Chad Barth, Vice President at Jasper Chair Company

Results

Carefully Vetted, Secure Solutions

When building an expansive IT network, it is important to make sure all the products and solutions work together well. It is also important to ensure the best products are used to meet the business needs of the customer. Keller Schroeder carefully vetted the products and provided a cohesive ecosystem to help Jasper Chair’s business thrive.

“With Keller Schroeder’s guidance, we decided to go primarily with Cisco products to build our IT network, VOIP phone system, and data center. Their solutions are reliable and secure. Protecting our data is a high priority.”

Like many companies, Jasper Chair had been a target of malicious cyber-attacks. Now that they have Keller Schroeder on their side building reliable IT infrastructure with Cisco solutions and security, Jasper Chair has not had any further issues.

“With Keller Schroeder, we trust them and the work they do. We also know that our network and data are protected because of the Cisco security solutions they put into place.”

— Chad Barth, Vice President at Jasper Chair Company

Happy Employees, Satisfied Customers

Prior to their engagement with Keller Schroeder, Jasper Chair's employees had experienced a slow network and other technical issues that were distracting from their day-to-day tasks. Now, with the new system in place, employees are happy and more productive.

"Keller Schroeder provided us with incredible service and they helped us find exactly what we were looking for. They have done a fantastic job with our current projects, and now they are already working on taking us through the next phase."

Throughout the projects, Keller Schroeder worked to exceed Jasper Chair's expectations and accomplish all their project goals and objectives.

"They did everything we asked them to do, while exceeding our expectations on all levels. We don't get as many complaints from employees anymore because things are working effectively."

"The team at Keller Schroeder went the distance with us and has taken care of everything. Their commitment to our success was really felt by all of the employees at Jasper Chair."

— Chad Barth, Vice President at Jasper Chair Company

Exceeded Expectations

Keller Schroeder prides itself on going the distance to satisfy its customers. They don't just meet the customer's needs, but it exceeds them on all levels. Throughout the projects, Keller Schroeder was attentive to Jasper Chair's needs and thoughtful about providing them the best customer service in the industry.

"We look for consistency and trust and believe that slow and steady wins the race. For me, the most important factor for any business partnership is reliability, consistency, trustworthiness. We want reliable performance on a steady basis."

"Keller Schroeder offered us the performance, quality, and expert knowledge we were looking for from an experienced and professional IT service provider. They were able to help us with all of our IT needs and build a roadmap for the future."

— Chad Barth, Vice President at Jasper Chair Company

About Keller Schroeder

Founded in 1978, Keller Schroeder (<http://www.kellerschroeder.com>) is an employee-owned, regionally-focused information technology consulting services firm, and a value-added reseller and systems integrator of hardware and software products. Headquartered in Evansville, Indiana, the company has a cross-industry market focus including a concentration of clients in manufacturing, finance, utilities, and healthcare.

The company's client base ranges from local and regional businesses to global enterprises. Keller Schroeder has earned an impeccable reputation with the 200+ clients it serves annually. The company has a track record of solid financial performance—profitable in every year of its existence—and it is known as a great place to work. For nearly 40 years, this has proven to be a successful formula for the company's employee-owners and its clients.

