



SUCCESS STORY

VOICE NETWORKING
INFORMATION
TECHNOLOGY
NETWORK
INFRASTRUCTURE

"Dealing with TAG was one of the best decisions I've made as CIO of this company. By taking the time to fully understand our objectives, they were able to design, implement and support exactly the right technology in exactly the right way so we can improve service to our clients and continue growing."

*Dusty Carnahan, CIO
National Corporate
Research*

National Corporate Research

New York, NY | Albany, NY | Los Angeles, CA | Sacramento, CA
Dover, DE | Springfield, IL

The Challenge:

National Corporate Research has enjoyed rapid, consistent growth since its founding in 1980. The firm is a professional registered agent company that provides corporate and UCC filing, searching and document retrieval services. With six offices in five states, Dusty Carnahan, NCR's CIO, recognized the growing challenge of managing disparate voice and information technologies across the country while securely sharing and backing up their clients' critical and confidential data.

The Solution:

TAG Solutions partnered with a national telecommunications carrier to engineer a nation-wide, converged IP communications network that allowed redundant connections among NCR's offices. With the Multi Protocol Label Switching (MPLS) wide area network deployed, TAG Solutions also designed a hosted Voice over IP network utilizing Cisco and ShoreTel hardware that consolidated the majority of the network's electronics in a secure data center in Albany, New York. If NCR ever experiences network or equipment problems, a single call to TAG gets the right resources on it right away, day or night.

The Return:

National Corporate research now enjoys the benefits of a converged, fully-managed wide area network that allows for greater protection of client data through secure, redundant links between their offices. In addition, the ShoreTel VoIP network pays monthly dividends by eliminating long-distance calls between locations and providing intelligent, least-cost routing of telephone calls to clients nationwide.