



## SUCCESS STORY

VOICE AND DATA

NETWORK INTEGRATION

*"As we have grown to 13 branch offices across two states, TAG Solutions has recommended, implemented and supported the technologies that have allowed us to achieve our business objectives. TAG Solutions is a true strategic partner,"*

*John Murray  
CEO & President  
Rose & Kiernan Insurance,  
Surety & Benefit Services*

## Rose and Kiernan

East Greenbush, New York | Offices across NY and CT

### The Challenge:

Rose & Kiernan's telephone and data networks were as diverse as the geography of their 13 remote offices. The company maintained a mix of phone systems, vendors and carriers that was becoming impossible to manage and expensive to maintain. The firm recognized that consolidating their networks would allow them to better utilize their human resources while maintaining regional identities.

### The Solution:

TAG Solutions developed a multi-phase strategy to centralize all voice and IT infrastructure and applications at the company's headquarters. Second, the corporate Wide Area Network was migrated to MPLS, and internet back-up circuits were installed, dramatically improving network reliability and redundancy. Finally, all 13 locations were outfitted with ShoreTel's IPBX Voice over IP platform, which allowed Rose & Kiernan to group agents across two states by expertise and specialty – ensuring efficient, expert customer service.

### The Return:

Rose & Kiernan continues to enjoy the benefits of their ongoing relationship with TAG Solutions through continuous enhancement and streamlining of their communications enterprise. By applying appropriate technology to their business strategy, Rose & Kiernan continues to improve operating efficiency, make better use of their human resources and most importantly – deliver greater value to their clients.