Sunrock Group Case Study

OPEX technologies

Company Background

The Sunrock Group prides itself on being a privately-held, family-owned construction materials supplier. With 65 years' experience in the industry, Sunrock has established a reputation for integrity, quality, and excellent service. Unlike many of their competitors, Sunrock is vertically integrated - meaning they offer customers a one-stop shopping experience by producing aggregates, recycled aggregates, hot mix asphalt, and ready-mixed concrete at conveniently located quarries and production facilities in the Raleigh-Durham, NC area. With numerous awards for their work in the construction materials industry, the Sunrock Group's simple philosophy of "Do it right the first time, or don't do it at all" has served them well over the past 65 years and will for 65 more to come

The Challenge

The Sunrock Group had a very unreliable network provider that connected their office locations and had an outdated frame relay system in place. The service was expensive, bandwidth was low, and uptime was inconsistent. Also, they relied on a variety of providers for the services they needed, which increased costs, time, and headaches. All of these issues diminished their customer service and tarnished their reputation.

Opex Technologies' Solution

When Sunrock partnered with Opex Technologies, they found the solutions they were looking for. In 2007, Opex Technologies implemented a private MPLS network to connect Sunrock's 10 office locations. Since then, Opex Technologies has assisted the Sunrock team with data, Internet and voice solutions. Plus, by ordering services and managing projects on Sunrock's behalf, Opex Technologies has re-negotiated contracts to get better price points, change configuration, and add capacity where needed.

Results

Since Opex Technologies' first engagement with Sunrock Group, they have had three renewals, plus have been able to double their bandwidth and reduce cost by 20% each time. The new MPLS system Opex Technologies created helped with uptime and stability. Overall, Opex Technologies has been able to reduce telecom expenses and ongoing savings, simplify management of services and contracts, and establish themselves as a trustworthy resource for a growing company.

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"To help us build a better alternative we contacted Opex Technologies and challenged them to map out a new solution for our company that is faster, more cost effective, and to implement it without major interruptions to business. Opex Technologies met all 3 goals. 5 years later we are still on the same MPLS platform executed by Opex and other strategic partners."
- Jim Malone, Systems Administrator at Sunrock Group