

Rew Materials

A voice network upgrade improves services and increases flexibility

Rew Materials

www.rewmaterials.com

- 50+ years of experience in the building materials industry
- A division of KCG Companies
- Thousands of contractors across 23 US states
- ~600 employees who provide exemplary customer service



Challenges

- High volume of network issues distracted the IT team from other tasks
- Poor offsite security invited security risks from remote work
- Limited and clunky on-prem voice solution
- Too much downtime, with slow vendor response
- Inability to quickly expand into new markets

Solutions

- Lumen® SD-WAN to connect 50+ locations
- Lumen® Zero Trust Network Access (ZTNA) powered by Appgate for VPN connectivity
- Lumen® Voice Complete® to provide cloud-ready SIP services

Results

- Improved network uptime to 98.5%
- Reduced connection latency to 30 milliseconds
- Enabled Rew Materials to rapidly expand into newer markets
- Seamlessly connected all 50 locations



50

locations connected

30

millisecond latency

40K+

network uptime

LUMEN®

Challenge

Outfitting a network for the 21st century

With thousands of customers across the US, Rew Materials had outgrown their legacy phone solution. Their dated, limited interface prevented customer service agents from performing their best work. The company also needed more support for a growing number of remote users.

“It’s no longer a situation where we need everything to be working from 7 a.m. to 5 p.m.,” says Rew Materials IT Director Todd Thielbar. “It’s now become a 24/7 operation, where you never know when someone’s going to be getting on the system.”

Their network experienced significant downtime, and while Rew Materials was ready for new markets, their existing network partner wasn’t up to the challenge. Thielbar wanted flexibility and efficiency to improve their system’s uptime.

“The volume of issues, along with the poor vendor response, just confirmed we couldn’t keep going down that path,” Thielbar says.

Solution

Launching a cost-effective, feature-rich, hosted voice solution

Rew Materials approached Lumen about converting their voice system into something more accessible. They had their eye on Lumen® Voice Complete®, which would enable cloud-ready SIP services, unlock multiple access options and integrate with unified communications platforms such as Microsoft.

Lumen was less expensive and more feature rich than many of its competitors. In 2020, Rew Materials began to move forward with a Lumen migration through a three-step implementation process:

- Use Lumen® SD-WAN to connect their disparate business locations
- Activate VPN connectivity with Lumen® Zero Trust Network Access (ZTNA), powered by Appgate
- Receive the necessary equipment to get their solution up and running

“Lumen’s not just somebody we pay a bill to,” he says. “It’s someone who’s there with us, helping us every day to keep our business running as efficiently as we can.”

Lumen Solution Set

- Lumen® SD-WAN to connect 50+ locations
- Lumen® Zero Trust Network Access (ZTNA) powered by Appgate for VPN connectivity
- Lumen® Voice Complete® to provide cloud-ready SIP

“Lumen is a great partner because they help us help our customers. Our relationship is built upon trust, reliability, and mutual respect.”

— Todd Thielbar
IT Director, Rew Materials

Results and Future Plans

Building better relationships with better uptime

Rew Materials noted immediate improvements after the migration. “In 2024, we’ve had 98.5% uptime for 50 locations,” Thielbar says. “Despite dealing with fiber cuts and stormy weather, we’ve still been able to maintain a very high uptime.”

Thielbar also observed improvements in latency, which dropped to just 30 milliseconds. He expects to see more improvements throughout the final phase of the migration.

Outfitted with a stronger voice solution and powerful, interconnected network, Rew Materials is ready to expand and open new locations. “The future of our industry appears to be looking for ways to interact with customers more efficiently and exchanging data,” Thielbar says. “We’re just getting started.”

Rew Materials looks to build relationships with customers, employees and partners. Lumen’s partnership and technology ensure Rew Materials creates better products and provides the best services, continually strengthening relationships.

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