

# TAMCO + Continental Research Corporation

The Case. Continental Research Corporation has been in business since 1967 distributing industrial cleaning products, services, and systems in the St. Louis, MO area. First and foremost, their focus is on people and upholding professional standards. Toni Hill, Operations Manager, stated that “Customer service is our thing and whatever we need to do to maintain our high standards we will do.”



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## The Situation

In January 2007, Toni was concerned that their seven year old Nortel MICS system was no longer meeting their business technology needs. In addition, they are one hundred percent committed to making all of their Customer's experiences completely free of hassle and an outdated telecom system inhibits this commitment. Also expressing frustration over the challenges with servicing the system and the costs associated as well, Toni stated that “we were paying top dollar for yesterday's technology. Our goal in making this change was to bring in new technology at a more controlled cost.” Feeling that their current telecommunications technology was impeding their ability to uphold their professional standards and was a financial hindrance, Continental Research Corp. began a technology evaluation process.

## The Solution

TAMCO leverages a robust Partner network that represents top-tier equipment manufacturers and service providers. We immediately referred the case to a trusted Partner in the St. Louis area to contact Toni for a technology analysis appointment and discuss acquisition options.

Once the technology audit was complete and the solution was designed to meet Continental Research Corp.'s current and future needs, acquisition options came into play. After an in-depth discovery and needs analysis it was very clear that Continental was a great candidate for the TAMCO Shield program for the following reasons:

- System Replacement Guarantee – because technology obsolescence has impeded their abilities in the past.
- Pass-through Maintenance – service issues with old Nortel system were a headache.
- Flexible end-of-term options – they will be in control of what they decide to do and when they decide to do it.
- Preservation of capital – their company had a number of other projects going on at the same time.
- Off-balance sheet financing – the TAMCO Shield program provided a financial benefit that others may not have provided.

Their new technology solution, coupled with the TAMCO Shield program, addressed the business, technology, and financial concerns that Continental Research Corporation was encumbered with in recent years. Opting to bundle in the TAMCO Pass-through Maintenance, which locks in today's labor rates and spreads the cost over the entire term of the contract for the smallest monthly cost possible with no finance charge, they also solved their prior frustrations with system service and cost.

Not to mention that the “fee for use” aspect and “peace of mind” that TAMCO Shield with Maintenance provides, has taken the worry out of having technology in place that does not meet their needs. According to Toni, for a company that is planning on continual growth, this was a complete solution that was well timed.