

REFERENCE



CONNECTING PEOPLE WITH TECHNOLOGY

“We originally were working with a firm down in Davenport because we were unaware at that time that Erb's was a partner of Altigen and experienced with Altigen Phone Systems. For convenience we moved our business over to Erb's and have since been exceedingly happy with both Altigen and the service we have received from Erb's.”

- IT MANAGER, Clipper

Clipper Turbine Works

907 15th Street S.W.
Cedar Rapids, IA 52404

SITUATION

Customer has locations throughout the US including an office in Cedar Rapids. Clipper utilized seven Altigen Servers. Technical support was out of California, but due to distance was transitioned to a firm in Davenport. Due to convenience and Erb's partnership with Altigen, customer made the decision to move all business over to Erb's.

ISSUE (s)

Did not have local support of their Altigen Phone System.

REASON (s)

They're headquartered out of California so it was easiest initially to have their support out of there as well.

CAPABILITIES

Clipper has seven Altigen Servers; an Office3g and six Office2g's. With the MaxCommunicator Server and other Altigen software, they are able to interconnect all three of their offices as if they were all in the same city. Clipper wanted their support and service to feel the same way.

OUR SOLUTION

UNIFIED VOICE/DATA | Erb's is able to leverage our trusted Vendor partnership with Altigen to assist Clipper in any and all technical issues they currently face. We are local which allows us to respond in a timely manner with answers, products and resources they might not have otherwise.

RESULT

Clipper's system has progressed from two phone servers to seven phone servers and moved from Altigen 5.0 to now 6.5+. Each upgrade has been a smooth transition with the local support available and has improved the system to include all the bells and whistles. Every conversation is crystal clear and there's no experience of any lag or breakup.

ABOUT Clipper Turbine Works

Clipper Windpower, a United Technologies Corp. company, is engaged in wind energy technology, turbine manufacturing and wind project development. Clipper designs advanced wind turbines, manufactures the 2.5 MW Liberty wind turbine, and develops wind power generating projects in the Americas and Europe. The company is headquartered in California with manufacturing and assembly facilities in Cedar Rapids, Iowa. Clipper's website is at www.clipperwind.com.

ABOUT ERB'S TECHNOLOGY SOLUTIONS

Erb's Technology Solutions is the industry's preferred Information Technology provider and has been since 1961. We work with businesses and organizations small and large across the state of Iowa to provide technology solution sets designed to assist and streamline your day-to-day operations; anywhere from planning to implementation to supporting your technology environment.