

# Xchange Network

## case study

## Michigan Custom Machines

Mike Schena, President

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### From Concept...

With an employee base of 27 and growing, Michigan Custom Machines President, Mike Schena, realized the need to improve office efficiencies. Dedicated users of Microsoft® Outlook®, MCM employees enjoyed the advanced calendaring, contact, and scheduling features, but required a system that shared information across desktops to streamline daily operations and maintain open communication among staff.

"I knew we needed to move into a shared environment, which is why I started to explore alternatives a few years ago," said Schena. "I wanted to implement a sophisticated system that was easy to install and maintain and was also cost efficient."

In his search, Schena realized that converting to a shared system could be exceptionally costly and time consuming. That is, until he discovered XC Connect. "I was getting estimates of \$6,000-\$8,000 to upgrade our system, and these solutions required a lot of configuration. That was too pricey for us, and we simply did not have the time to spend on system set up," said Schena. "I was then referred to Xchange Network. I sat through a demo of XC Connect and realized it was the solution we needed."

### To Solution...

XC Connect offered Schena and his growing company a simple and cost-efficient solution to transition into a shared environment. From ease of maintenance to improved business performance, XC Connect delivered.

"XC Connect is so simple that we installed it ourselves...without the assistance of an IT expert. In fact, it pretty much installed itself," said Schena. "We have also maintained the system with little effort over the past few years. When product updates are released, we receive a secure link and then download updates with the click of the mouse."

Improved productivity has also been a recognized benefit. Because XC Connect enables cross-calendar sharing, employees can quickly and easily schedule meetings and view staff availability—further enhancing office efficiency.

"XC Connect has certainly increased productivity through information sharing, but we also find immense value in the system's other advanced features, like the ability to share calendars with a specified group only, or mark certain calendar items as private," stated Schena.

XC Connect enables MCM staff to streamline processes and simplify daily business tasks through advanced calendar, schedule, and task-sharing capabilities. According to Schena, an even bigger draw for him was the ease of system installation and upkeep. "I still can't believe how simple it was to install XC Connect and how effortless it is to maintain. It's almost like magic."

### Company Profile:

#### Company:

Michigan Custom  
Machines (MCM)

# of Employees: 27

Description: MCM delivers advanced test machines for automotive and industrial manufacturers with leading expertise in controls, electronics, 3D parametric design, hydraulics, and assembly line integration.

Product: XC Connect™

