

Xchange Network

case study

NERCC

Phil Louanis, IT Manager

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From Concept...

With 44 offices in six states, running multiple collaboration applications (including iCal®, Entourage, Evolution, and Outlook®), NERCC was looking for a simple and inexpensive solution to share schedules, calendars, and tasks among employees. "When I started with NERCC, there was nothing in place to facilitate information sharing. With so many offices, we really needed a system that allowed everyone to access schedule and calendar information and communicate in real time," said IT Manager, Phil Louanis.

To expand collaboration, NERCC employees also needed to share files and documents within a secure environment. "We have many employees who travel and they require access to up-to-date files and documents. We really needed a system that could support web-based document sharing as well," stated Louanis.

NERCC required a solution that enabled full calendar and schedule sharing, as well as secure document exchange capabilities to meet the needs of a diverse employee base. The combination of XC Connect and XC Vault was the right integrated solution for them.

To Solution...

XC Connect provided NERCC with the collaborative scheduling and calendaring component, and XC Vault provided file and document sharing. "The collaboration features offered through these products are exceptional and have truly improved productivity," stated Louanis. "Even better, both systems are fully web-enabled, so they provide remote access to our employees who are off site."

With numerous staff on the road, NERCC loves the web capabilities offered through XC Connect. "This product makes remote collaboration so easy. Employees can simply log on from anywhere they have an Internet connection and view their calendars and tasks, schedule meetings, and access contacts."

XC Vault further extends collaboration across offices and remote sites, providing full access to current documents within a secure server-based environment. Users can quickly and easily download files, make changes, review tracked changes, and then upload updated documents back to XC Vault. "XC Vault opened a world of opportunity to our employees who travel extensively and require access to working documents," said Louanis.

One of the biggest draws for NERCC has been solution simplicity and cost-effectiveness. "A lot of our users are not technically savvy, so we really required a system that was stable. Xchange products are very stable, and a fraction of what other solutions might have cost us to implement. If this solution were not so affordable, we would not be where we are today," said Louanis.

The cost savings, the increase in productivity, and the simplicity of the Xchange solution are all recognized benefits. "I don't know what we would do without XC Connect and XC Vault. We'd probably still be doing a lot of emailing and faxing."

Company Profile:

Organization:
New England Regional
Council of Carpenters
(NERCC)

of Employees: 44 offices;
280+ employees

Description: NERCC represents 25,000 carpenters, pile drivers, millwrights, shop and millmen, and floorcoverers working in the New England states of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.

Products: XC Connect™,
XC Vault™

