

Customer story

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—Ken Mayhew, President of Penfolds Roofing



Highlights:

Penfolds’ remote sales personnel required a fast, reliable Internet solution to facilitate real-time access to server data.

TELUS replaced Penfolds’ consumer-grade service with a high-speed, business-class solution to greatly improve field operations.

Penfolds sales personnel work in the field and log in to the company server located at the Vancouver head office when estimating new roofing projects. However, this server was connected to a consumer-grade Internet service, making estimating a tedious and time-consuming task, especially when multiple users were online at the same time. “They do a lot of complex work online and it was extremely slow,” explains Ken Mayhew, President of Penfolds Roofing.

Mayhew decided to upgrade Penfold’s service and contacted a TELUS Account Manager. TELUS installed a solution that provided the Penfolds sales team access to the server without delays, even when multiple users logged in simultaneously. Penfolds now enjoys the speed and reliability of a robust business Internet connection. “The speed that’s available to our sales people to do their estimating and customer proposals is dramatically faster,” says Mayhew. “TELUS is now our preferred choice for technology.”