

# Penfolds Roofing.



TELUS finds a way to deliver high speed Internet service for roofing company.

"When TELUS says something, it's a promise we can count on. And when they encountered problems, they found a solution that delivered exactly what we needed."

— Ken Mayhew, President, Penfolds Roofing

## Situation

- Penfolds Roofing was using a consumer-grade Internet solution at its head office in Vancouver
- Their connection was slow, frustrating employees and hampering sales staff who log in from the field to do all their estimating
- Penfolds signed a contract with another provider for a business-grade Internet service but after two years of promises, the new service was still not installed

## Approach

- The President of Penfolds contacted TELUS directly
- TELUS promised to install a high speed connection within three months
- TELUS discovered a number of permit problems with the City that had not been dealt with by the previous provider, as well as building construction challenges that would delay the fibre installation
- To provide service within the promised timeline, TELUS arranged for a temporary solution using copper wire

- When the new fibre network was successfully installed two months later, TELUS switched Penfolds over to its business Internet service seamlessly

## Business benefits

- Penfolds now has a business-class Internet service capable of supporting its business needs
- Sales personnel in particular appreciate the dramatic increase in speed as most tasks can now be accomplished in close to real-time

## Solution details

With a well-earned reputation for honesty and quality craftsmanship, Penfolds Roofing has been providing roofing services in British Columbia since 1937.

All Penfolds sales personnel work in the field and log into the company server located at their Vancouver head office when estimating new 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.

Penfolds approached an Internet provider in Vancouver and signed a contract for a business-grade service. However, after more than two years had passed with no progress, Mayhew decided to contact a TELUS Account Manager who had recently made contact with Penfolds. "The TELUS Account Manager was tremendous," says Mayhew. "We quickly discovered that when TELUS says something, it's a promise we can count on."

During the installation process, TELUS discovered permit problems with the City of Vancouver. TELUS quickly overcome these issues, only to discover that the way the building was constructed meant that delays in installing the necessary fibre were unavoidable.

"TELUS called us and told us about the installation problem," says Mayhew. "Then they offered to substitute a temporary copper service at no charge until they could install the fibre. That's exactly what they did. They delivered the service we needed as promised, within the timeline they had set."

Two months later, TELUS installed the full fibre connection, delivering close to real-time capabilities from the field. "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 preferential choice for technology."



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