

## CUSTOM SEAT MANUFACTURER AVOIDS RISK AND INCREASES PRODUCTIVITY BY EXPANDING IT CAPABILITIES

**ABOUT CUSTOM SEATS INC.** Custom Seats is an industry-leading manufacturer of custom wood and upholstery product. Based in Wilkes-Barre, Pennsylvania, the company specializes in seating solutions for healthcare institutions, military installations, hospitality establishments, mass transit systems, and the entertainment industry. It also designs and manufactures its own line of custom golf seating under the brand name Backspin Seating. With around 70 employees, Custom Seats has maintained a competitive advantage through investments in technology (e.g., CNC equipment) and by providing cost-effective solutions to problems that its customers and competitors can't solve.

**THE CHALLENGE.** Custom Seats had an urgent need to update and improve its information technology infrastructure and broadband connectivity. The company relied entirely on an internal network consisting of a standalone PC, placing significant constraints on user functionality while risking potential loss of critical customer data. It had no firewall or automatic backup procedures, and was using thumb drives to store and share data. Custom Seats employees did not have remote access to their files.

A common and critical component of the company's business was its custom design and manufacturing capabilities. Company leaders appreciated that the ability to share, maintain, and secure product designs and specific customer data was essential to the success of Custom Seats, both on a daily operational basis and for long-term profitability and sustainability. To address their IT issues, they decided to reach out to the Northeastern Pennsylvania Industrial Resource Center (NEPIRC), a division of the Pennsylvania Manufacturing Extension Partnership (PA MEP) and part of the MEP National Network.

**MEP CENTER'S ROLE.** NEPIRC conducted an IT and Broadband assessment for Custom Seats. The assessment identified various security breaches in the company's system. NEPIRC made recommendations for improvements and assisted with the implementation process as Custom Seats invested in increased broadband security, a secure firewall, redundant offsite cloud backup of files, and increased file sharing capabilities.

The implementation resulted in significant cost and risk avoidance that, if not implemented, could have led to a loss or breach of customer files. It also helped secure jobs at Custom Seats. The company is looking forward to working with NEPIRC on future improvement projects.

**"I was extremely pleased with the outstanding quality and level of service I received from NEPIRC. The representatives were extremely professional and knowledgeable. Our company will continue to work with NEPIRC on current and future endeavors."**

-John Dellamalva, V.P. Finance

## RESULTS



\$12,500 in cost savings



\$15,000 in new investment



2 new or retained jobs

## CONTACT US



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