

Martel Electronics, Derry NH

Thanks to MLANS Peace of Mind, Electronic Manufacturing Company Gained \$300K in Productivity



Since the emergence of precision manufacturing in the nineteenth century, New England has produced accurate measurement tools. Today, those tools are electronic, measuring temperature, pressure, frequency, voltage, and more.

Under the slogan, "Accuracy by Any Measure," Martel Electronics Corporation of Londonderry [now in Derry], New Hampshire, manufactures hand-held test instrumentation for the process control market.

Bill Now Looks Forward to Boating This Summer

Before hiring MLANS, Bill Modlin, Vice President of Sales and Marketing for Martel Electronics, found himself spending up to fifteen hours per week on the unwelcome task of troubleshooting computer problems.

"We had lots of problems with our previous IT support group. When we upgraded our server software, it did not go smoothly. Transferring workstations to the new network never went smoothly. My job is to be in charge of sales but I was spending a significant amount of my time dealing with the issues that we had with this company and with the computers," said Bill.

To shift the computer problems off his shoulders, he spoke to Mark Aronson of MLANS. Bill recalls, "It was important to me that I wouldn't have to spend any time on the computers or worry about them. MLANS really delivers the peace of mind they promise. It is marvelous to work with somebody who knows what they're doing," says Bill, who now counts his weekly computer management time in minutes.



Bill always completed his sales tasks, but the time overruns had been affecting his personal life.

Having hired MLANS in the spring of 2007, Bill was able to work in his garden that summer. He now plans to get a boat.

Accounting Manager and Engineers Can Now Focus on Their Tasks

The other Martel employees are also happy with the support from MLANS. Bill says, "I wasn't the only one spending time, our accounting manager and some of the engineers were also spending time on computer problems. The number of problems has decreased to almost nothing, and we know when there is a problem, it gets handled immediately and professionally."

President Pleased with Savings, Predictable Cost

The MLANS Peace of Mind program saved Martel money. "At first blush, it seemed like a lot of money to pay, but it was actually a lot less than we had been paying: a monthly fee that didn't covering anything. Every time we called them or had somebody come out, we were paying extra for that. When you added it all up, it was more than we ended up paying for the Peace of Mind plan," Bill says, adding, "Our president is very happy because he knows exactly how much it is going to cost him every month."

Improvements Yield \$300,000 in Productivity Gains

Since working with MLANS, Bill estimates an improvement to the Martel bottom line of around \$250,000 to \$300,000 per year.

(Continued on Page 2)

How a Manufacturer Gained \$300,000 in Productivity (continued from P.1)

“Mark Aronson made everything work the way it was supposed to work all along,” says Bill. He notes improvements in security, antivirus protection, and backup reliability, plus a new anti-spam program and a more secure Internet connection.

“It has really improved the management system we use for our manufacturing. Since we hired MLANS, we haven’t had any outages. We used to have outages just about every month. That is mission critical software that has to run. It runs all the time and we’ve been able to improve the level of service to our users in terms of the speed of the system,” says Bill.

Relocation Planned Without Downtime or Worry

Martel is moving to a new location in Derry soon. With Mark’s planning help, Bill expects virtually no downtime for the computer users except for the actual day of the move. He expects that a faster local area network will increase the processing speed of the MRP system.

“If I had to make the move with our previous vendor, I would be eaten up with worry and anxiety. I really have no anxiety about this move. I feel very relaxed,” says Bill.

Recommends MLANS to Manufacturers

“I would absolutely recommend the Peace of Mind service to another manufacturer,” says Bill, citing MLANS’ level of professionalism. He continues, “It really is an economical service for us and the job gets done without me having to worry about it. All of our systems are working the way they are supposed to. Everything goes smoother. Inventory is controlled better and products go out the door on time. All of the systems are transparent now; they are tools that work. Mark is the first one to tell me he doesn’t know the answer to a question, and he then finds out the answer. That’s fine with me; he’s just that kind of guy.”