ONEKREATE

Ensuring the highest performing system is in place for quality assurance and functionality

The Background

Headquartered in Hollywood, Florida, OneKreate is a creative studio specializing in omni-channel development and deployment of content for leading retailers, consumer products, and fashion brands. Boasting an impressive client roster which includes the largest retailer in the world along with Chico's FAS, Inc., Newell Rubbermaid, Office Depot, The Limited, Petco, and Lane Bryant, OneKreate has experienced significant growth that has facilitated the need to open seven offices spanning from Florida to California.

Supporting The Expansion

With a distributed workforce of more than 200, contracts now requiring technology audits, and an increasing volume of work,

OneKreate recognized the need to improve its existing data and network infrastructure, create redundancy across its offices, and update its outdated phone systems to support its rapid expansion. OneKreate sought out a communications and infrastructure solutions provider with a high level of integrity that would understand its unique needs. Through referral, OneKreate found Black Box. After explaining its goals and objectives and obtaining a comprehensive quote and plan of action, OneKreate felt confident that Black Box was the right choice for its multi-faceted project.

Black Box began by developing an integrated strategy which included installing a centralized data management platform and a network solution supporting OneKreate's needs for unified communications, ample bandwidth, and improved data security. There was a concentrated focus on building scalability and flexibility within the solution. Installation also had to be strategically planned and executed to ensure that there was no interruption or delays in OneKreate's demanding production schedule.

Improving Communications

With analog phone systems being managed at the remote office level, OneKreate was also looking to Black Box to simplify and unify its telecommunications. OneKreate required more phones for its growing team and wanted to streamline its billing experience to get a clearer picture of monthly expenditures.

Black Box replaced the existing phone systems with a unified communications solution that included least-cost routing, four-digit dialing, centralized call accounting, unified messaging, and unified mail. This solution has enabled OneKreate's small IT team to troubleshoot, maintain, and manage all phones in every office from its headquarters in Florida. It is also supporting OneKreate's goal of achieving aggressive top-line revenue growth in 2014 and meeting scalability needs as it continues to add offices and staff. Designed in a mesh configuration, the new network has enabled OneKreate to have the redundancy it needs to maintain productivity, even if a failure occurs in one given area.
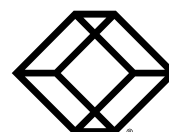
Future Growth

With the data, network and telecommunications solution now in place, OneKreate is looking to Black Box to add video conferencing capabilities at all seven offices. This will not only improve communications and productivity between OneKreate team members, it will also enhance relationships with clients.

OneKreate chose Black Box because of its partnership approach that involved taking the time to understand all of OneKreate's current needs, future plans, and existing challenges. With this understanding, a comprehensive solution was planned out from every angle and implemented on schedule and on budget. With OneKreate now relying on its improved data system, networking capabilities, and phone system, the company is well positioned to support its clients and continued growth.

> **We have a great partner with Black Box and had a comfort level with them from the very beginning. They have given us one system that covers our entire organization and the flexibility we need to grow.**
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> Jason Arena, Managing Director, OneKreate