

Customer Spotlight



Martin & Martin Auctioneers, Inc

THE LEADER IN CONSTRUCTION EQUIPMENT AUCTIONS

Williamston, SC

Martin & Martin Auctioneers, Inc. is a family owned auction and equipment sales business that prides itself in being big enough to get the job done but small enough to get to know their customers personally. They are world wide and have a customer base spread over 23 states and 9 countries.

CreekPointe has worked with Martin & Martin Auctioneers, Inc. for over 20 years and has seen them through tremendous growth and change. The partnership started with CreekPointe coming on site for auction days to constantly monitor network traffic and make sure everything behind the scenes flowed smoothly. With thousands of people on location, there is no time for problems to occur, *“Auction days are the biggest times of the years for us”*, said Jennifer Upton, Marketing Director, *“if it doesn’t work on those days, it might as well have never worked”*.

Question: Could you tell me about a specific situation that you were happy with?

Answer: I cannot think of a time when I was not happy. Your technicians are always prompt and very thorough.

CreekPointe has implemented many “out of the box” solutions over the years. In their unique industry, one issue that Martin & Martin Auctioneers, Inc. faced was when they were outside the building with customers looking at equipment they had no access to pull up the information being auctioned. It was hard to know what was really available.

“We installed wireless boxes on the auction trucks, so no matter where the trucks are on the grounds they can have access to the inventory they need and keep things updated in real time,” said CreekPointe Network Engineer, Andy Patterson. Without this instantaneous update, customers would not be able to instantly check out once they had selected their purchase.

Another issue that Martin & Martin Auctioneers, Inc. dealt with was an older exchange server housing company email. The machine’s age was really showing and causing problems as well as frequent downtime. A new exchange server was purchased and installed to consolidate the company email in one centralized location. Administration of email has been minimized by this decision. The previous issues were resolved and downtime and been drastically reduced.

Martin & Martin Auctioneers, Inc. understands that technology is critical in their business and CreekPointe is critical to keeping that technology going.

“CreekPointe always takes the time to walk me through any issues I may have, they have even gone as far as to make me a book of diagrams, so I can have them any time I need them.” -Jennifer Upton

PROBLEM

- No Access To Internet Outside of Building
- Old Email Server
- Growing Business Needs Better Security

SOLUTION

- Wireless Boxes Attached to Auction Trucks
- Installed New Exchange Server
- Installed Cisco Firewall

BENEFIT

- Instant Updates and Tracking of Items Location and Status
- Emails are Stored In Central Secure Location With Minimal Problems
- Firewall that will Protect and grow with the company

CreekPointe

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