



*"We take great comfort in knowing CWPS is there supporting our data networks and voice communications. They are a great partner. They keep an eye on our infrastructure so we can stay focused on our customers, and they keep us up to speed on new technology."*

Patricia Holt, VP Operations



# Customer Experience

## Tiny Jewel Box

**A WASHINGTON TREASURE.** Since 1930, this family-owned business has spent generations cultivating its reputation as one of the world's most prestigious shops. Based in a seven-story historic space next to the Mayflower Hotel, Washingtonians have come to know it as the first place to go for estate and antique jewelry. It features custom pieces from renowned designers, as well as gifts and other fine collectibles.

**BY SPECIAL INVITATION.** When the Tiny Jewel Box needed help with network upgrades in early 2005 their IT Administrator received a timely recommendation from another satisfied CWPS customer. CWPS was invited in. Having since proven its capabilities many times over, CWPS is now established as Tiny Jewel Box's full service technology partner.

**ONLY THE BEST WILL DO.** The high-end retailer asked CWPS to secure and maintain its voice and data networks. The extra layer of protection is essential. The Tiny Jewel Box can ill afford any downtime; their well heeled clientele demands the highest level of service. Transactions can run into significant amounts, so it is vital that phones and computers are always up and running. Now CWPS keeps watch – proactively monitoring over 75 PCs, servers, data switches, and phones – and responding when support is needed.

**BRINGING OUT THE LUSTER.** In 2006, when the Tiny Jewel Box needed to expand, CWPS was again called on to recommend a voice solution that would accommodate their new space and future applications. CWPS engineered and installed an IP phone system with 50 IP phones and plenty of capacity for growth.

**IN A WORD: FLAWLESS.** The new system's web based management interface gives the IT team more control, and reduces costs by limiting the need for technician visits. Peace of mind is assured with a five year agreement with CWPS for around-the-clock support. Whenever the Tiny Jewel Box needs help, CWPS is there to lend a hand.

TINY JEWEL BOX

## HIGHLIGHTS

### CUSTOMER

High End Retailer  
Custom Jewelry and Fine Gifts

### SOLUTIONS

Managed IT Support  
Network Monitoring  
LAN Switching Upgrade  
Server Integration & Upgrades  
IP phone system  
50 IP phones  
Web-based management  
5-year service agreement

### KEY BENEFITS

Ease of Use  
Manageability  
Room for Growth  
Ready for New Technologies  
Improved Productivity  
Peace of Mind

## Connect With Us!

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