

# Scamp Trailers enables smoother manufacturing process with WiFi boost

## Dedicated fiber connectivity and cloud-based communications help ensure more agile operations

With their lightweight frames and oval shape, Scamp Trailers has developed a distinct identity among camper enthusiasts. At their Backus, Minnesota headquarters, recreational vehicles known as “Egg Trailers” are being built and customized in three different sizes. Scamp Trailers has been owned and operated by members of the Eveland family for three generations.

In the last few years, Scamp Trailers has experienced enormous demand as well as growth challenges. Micah Eveland, Chief Executive Officer, Scamp Trailers identified two major business needs: improved efficiency on the assembly line and a more dynamic communications service for sales representatives and other staff.

“We work on a huge campus in large steel buildings, and we had major inconsistencies when it came to things like having a strong WiFi signal,” Eveland recalls. “Our workforce is always moving on-site and off. Whether they are on a mobile phone or a tablet device, we wanted a better way to stay connected.”

Dissatisfied with his internet and telephone service, he decided to call on Spectrum Enterprise and examine the possibility of setting up a holistic, single-sourced solution.

### How WiFi enhances throughput

Eveland saw the potential for improving workflow with a dynamic platform that increased available bandwidth while eliminating dead spots in site coverage. As each camper is painstakingly assembled and customized, total communication is vital.

“The one thing we are always concerned about in manufacturing is throughput,” Eveland says. “The more throughput we get, the more efficiently we can move our trailers to customers and the better our market position.”

Eveland discussed this and other needs with Spectrum Enterprise representatives. “He wanted it to work right at the end of the day,” says Candace Leinenkugel, Sales Manager, Spectrum Enterprise. “He loved the idea of having just one point of contact.”

To improve signal strength everywhere on the Scamp Trailer campus, a platform was designed and installed to channel bandwidth instantly. Access points are strategically integrated to expand and strengthen coverage to all critical areas. A Cisco Meraki managed firewall monitors and protects against cyberattack. A cloud-based portal



Unique oval design and lightweight construction make Scamp Trailers ideal for fuel efficiency. Roomy yet compact, each trailer is customized to a buyer’s specifications. This requires fast, reliable communication throughout the assembly process.

### Client profile



#### Company

Scamp Trailers

#### Industry

Manufacturing

#### Services

Managed Network Edge with WiFi  
Dedicated Fiber Internet (DFI)  
Unified Communications with RingCentral

## Overview

- Scamp Trailers, a Minnesota-based manufacturer and retailer of custom-built camping trailers, needed stronger, reliable connectivity and WiFi to better manage operations.
- A more flexible communications platform was also critical to connect a sales force that is always on the go and must be ready immediately to engage customers.
- Having Spectrum Enterprise as a technology partner allows Scamp Trailers to quickly address critical growth strategies.

## Outcomes

- To significantly boost internet signal across the Scamp Trailers campus, Spectrum Enterprise installed a Dedicated Fiber Internet (DFI) circuit.
- This increased bandwidth is in turn efficiently deployed everywhere onsite for tablets, mobile phones and other devices using Managed Network Edge with WiFi.
- Salespeople instantly and securely network with customers, prospects and each other from their own mobile devices using Unified Communications with RingCentral.

## Why it matters

- Strong, reliable bandwidth utilizing WiFi to all parts of the factory site keeps manufacturing units better connected and able to efficiently coordinate vital throughput.
- A feature-rich communications platform incorporates video and conferencing features that enable immediate, face-to-face interactions.
- Having a dependable technology partner allows Scamp Trailers to focus on meeting sales and production goals and listening to their customers.



Seamless connectivity at all Scamp Trailer workstations is enabled through Managed Network Edge. “We have it set up so our team members can cruise around anywhere onsite and stay connected,” says Micah Eveland, Chief Executive Officer, Scamp Trailers.

gives Eveland centralized oversight and control via a handy app.

Including the enablement of strong WiFi across the worksite, [Managed Network Edge](#) gives Eveland as much control as he wants. This includes running mobile apps out of their Enterprise Resource Planning system, which helps to keep group leads connected.

“Right now, we are experiencing about a 7% increase in our productivity,” Eveland notes. “We are anticipating a 20% increase once everything is fully implemented.”

### Unlocking the power of high-speed dedicated fiber

The unique physical layout at Scamp Trailers requires fast, reliable connectivity to enable the cohesive performance of disparate units (such as manufacturing, sales, accounting and shipping) across a 25-acre campus.

“We have two manufacturing facilities that together make up 100,000 square feet, one sales office and two warehouses,” Eveland explains.

“There are a lot of moving pieces around here. Being able to have that one consistent connection for all our connectivity and communications needs was huge.”

The Spectrum Enterprise team were impressed by the unique layout. “We saw how Spectrum Enterprise technology could better tie all his buildings together,” recalls David Verhaagh, Sales Engineer, Spectrum Enterprise. “I told Micah he had a great layout and system, but we could take it to the next level.”

“Dedicated fiber connectivity is the backbone of how we relay information to the assembly line. We 100% count on Dedicated Fiber Internet from processing orders all the way down to tracking shipments with the warehouse manager.”

– Micah Eveland, Chief Executive Officer, Scamp Trailers



Scamp Trailers are designed for customers who live life on their own terms, always on the go. To market to them effectively, salespeople need a flexible communications platform, accessible from anywhere. Cloud-based Unified Communications with RingCentral helps make it happen.

To make this happen, a [Dedicated Fiber Internet \(DFI\)](#) circuit was set up to channel high-speed connectivity to all parts of the campus. This comes with 24/7/365 U.S.-based support and a service-level agreement guaranteeing 100% uptime. Dedicated Fiber Internet is also scalable, ready to meet the bandwidth needs of growing businesses.

“Now that we have dedicated fiber connectivity with Spectrum Enterprise, each one of our stations can complete their own work orders and other key tasks,” Eveland explains. “Anywhere you are on campus, even outside, you are still able to keep connected.”

### **Better communications for a business in motion**

Before Spectrum Enterprise, Eveland remembers his IP voice system being “one of our biggest pain points.” It was difficult to configure and limited in options.

Eveland wanted to know what Spectrum Enterprise could offer as part of a larger technology

partnership. He was specifically interested in a communications platform that did not require hardware or desk-bound devices.

Spectrum Enterprise team members set up a cloud-based platform that can be operated via app from any mobile device or tablet. Easy to use, it immediately won over Scamp Trailers salespeople with its smooth interface as well as its recording and conferencing features. For Eveland, the flexibility of [Unified Communications with RingCentral](#) allows better alignment with his sales force’s calling cycles.

“The flexibility that Unified Communications with RingCentral gives us is phenomenal. Our sales force is very mobile now. We are not locked down to our desk phones anymore.”

– Micah Eveland, Chief Executive Officer, Scamp Trailers

Having the mobility of Unified Communications with RingCentral allows Scamp Trailers representatives to attend special events, called “rallies.” These are held across the country to engage an active network of satisfied customers, dubbed “Egg People” for their longtime identification with Scamp Trailers.

Unified Communications with RingCentral also enables video conferencing with prospective buyers to discuss trailer customization. “The freedom to move around has been phenomenal,” Eveland says.

### **Responsiveness that really matters**

The Scamp Trailers business model is unique. Communication is essential, as the customization of a single trailer requires that buyers be regularly informed and updated throughout the process. While the trailers are affordably priced to accommodate first-time buyers, the sales process is highly individualized and can take time to complete.



The spread-out campus of Scamp Trailers in Backus, Minnesota requires robust levels of bandwidth capable of growing with the business. Supporting their sales and manufacturing operations is Dedicated Fiber Internet (DFI) with 24/7/365 support.

Having Spectrum Enterprise as a technology partner enables better responsiveness to this end, Eveland notes. That includes ensuring there are enough access points to fully cover the site for fast WiFi performance, and that the signal extends to the warehouses for inventory checks.

Eveland is impressed by the quick and thorough responses to his requests. These include making minute adjustments to his Spectrum Enterprise dedicated fiber networking and voice services. “To have one point of contact for us, to get us up and rolling that quick, was a huge plus for us,” he notes.

As Scamp Trailers continues along its growth path in its second half-century of operations, Eveland understands the importance of having scalability and flexibility in his connectivity network. He wants to be ready to stay ahead of market demand, wherever it goes.

“The world is changing and fast,” he says. “We typically deal with backlog, so we have been looking at ways of branching out and doing more to extend our business. With our prior service provider, that would have been very hard to do. Spectrum Enterprise makes it very easy to scale, which is pretty amazing.”

“Being able to have that one consistent connection for all our connectivity and communications needs was huge. Spectrum Enterprise was able to get everything done in one fell swoop.”

– Micah Eveland, Chief Executive Officer, Scamp Trailers

#### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America’s largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](https://enterprise.spectrum.com).

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