

# Coranet Corp.

## One of the Nation's Leading Technology Services Company

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The Internet has completely changed the way that companies operate in business. For example, it's now possible to have business meetings with executives from across the world via video conferencing, negating the need for expensive business travel. Coranet Corp. (a DBA of Camelot Communications Group, Inc.) has established itself at the core of its clients' networks by providing the technology services that today's businesses need to flourish in the Internet age. Margaret Marcucci – CEO, president and owner of the New York, N.Y.-based company – has guided the data networking firm to its position as a market leader and one of the most respected technical services consulting, design and project management companies in the nation.

The company supplies and services a broad range of integrated technology solutions that are custom-designed with full redundancy to assure stability for each customer. Clients can focus on growing their businesses and trust that their networks are in the hands of professionals. Coranet provides its customers with a full offering of information technology (IT) infrastructure services, including on-site support services, data networking, video conferencing, the design and installation of structured cabling systems, physical security, VoIP and converged solutions, many of which can be explored further at [coranet.com](http://coranet.com).

The company began in 1987 as Camelot, a staffing and organizational development company, but it soon recognized the prevalent need for a company of telecommunications experts; the corporate identity changed in

1992 to the Camelot Communications Group. Now operating under the Coranet DBA, the company continues to simplify the creation and maintenance of complex technology solutions



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The company maintains a nationwide reach from its corporate headquarters in New York City, and its branch offices in Fairfield, N.J.; Dallas, Texas; Washington, D.C.; San Jose, Calif.; Charlotte and Cary, N.C.; and Orlando, Fla. Coranet is a Cisco Premier Partner with advanced specializations in TelePresence and wireless applications; a member of Avaya Connect; and partners with many other leading technology companies to supply top products to its customers.

Due to the client's request for confidentiality, Marcucci is unable to provide specific project details, but she did provide a general description of an ongoing Coranet project as follows: "We have a contract with a government agency that is currently based out of various locations and wants to move all of its data and voice services to a centralized location. One of the challenges of the project is the time frame that we've been given. There are severe penalties for not meeting deadlines, but we also have to take into consideration the uniqueness of each of the agency's different locations."

Coranet's nimble, skilled management and technical and administrative teams understand the requirements of a creative and cost-effective large-scale engagement. They use a high level of competence, an overwhelming concern for client needs, and an enthusiastic, flexible attitude regarding technological paradigm shifts, change and progress to deliver a streamlined system and comprehensive experience as promised. "Our people are a key competitive advantage," says Marcucci.

The company holds certifications with all major technology vendors, ISO and Lean SIX Sigma certifications, and promotes ongoing training to insure networks are designed, installed and maintained by the most highly skilled professionals available.

**Coranet Service Creates Clients and Industry Advocates**

Coranet also recently completed a project that demonstrated the type of initiative and commitment to service that

has cemented Coranet's industry standing. "We had a new client moving to a new location in a short time frame," details Marcucci. "They asked us to manage all aspects of the move, and within the allotted time frame we built the infrastructure, dealt with the vendors, optimized their services, and reduced

to allow clients to focus on unimpeded growth. Marcucci explains Coranet's evolution as follows:

"Twenty-five years ago we saw the need to integrate technology into business. We recognized that technical services would become a core part of a business' success, and we excel at giving employers the tools and training to remain productive. Companies are more efficient today because of technology."

**100-percent Referral Rate**

Marcucci adds that one of the reasons that Coranet is unique amongst its competitors is because of its customer-driven, 360-degree approach to the clear, honest, ethical meeting of objectives. "We routinely ask our clients if they would refer us to their friends and family," she explains. "In our most recent sampling, 100 percent said that they would."





their costs. We finished on budget, and we now have created one of our strongest advocates. It was more than our traditional infrastructure service, but the end result was worth it.”

Under Marcucci’s leadership, Coranet, a certified Women’s Business Enterprise and SBA company, has experienced uninterrupted financial growth and expansion and is widely considered one of the leading woman-owned technology services companies in the country. This has been achieved through a focus on relationships and putting a face on technology. This is illustrated by a quote that Marcucci submitted to the 2012 Woman’s Advantage Shared Wisdom Calendar and that was selected from over 5,000 entries for inclusion in the calendar. Her quote reads: “Perfection is the illusion that stares back at us from the mirror, but excellence is the reflection of satisfied clients.”

Offering further proof of this company-wide focus on improving procedures, Coranet was recently recertified ISO 9001-2008 by Underwriter Laboratories (UL). The company was awarded the certification after an intensive two-day, on-site Triennial Compliance Audit. Underwriters Laboratories’

stringent evaluation process utilized multiple experienced process auditors who were experts in operations and who followed a disciplined UL Management Systems Solutions auditing methodology.

The Compliance Audit generated substantial amounts of factual evidence, which allowed the evaluators to conclude that individual Coranet functional groups such as Customer Care Center, Engineering, Project Management, Service Technicians and Materials have the correct customer service metrics and processes in place to assure continuous improvement and consistency of field operations in the delivery of Coranet’s technical services to customers.

Margaret Marcucci correctly anticipated the integration of technology into business long before her competitors, and she fostered Coranet’s customer-driven focus and ability to go above and beyond for its customers. Coranet Corp. continually strives to stay one step ahead of the industry standards in hardware, software, implementation and support services, and these proactive instincts have transformed the company into one of the best technology service providers in the industry. •