

**T L C**  
INGREDIENTS



**CASE STUDY**

**TLC Ingredients -the Big Move**  
**RAM makes the road smoother**

**OVERVIEW**

TLC Ingredients was founded in 2001 to distribute raw materials and ingredients to its customers with good old fashioned Tender Loving Care. This means TLC's customers enjoy service and personal attention that have seemingly been lost in our modern hectic world. From corporate offices near Chicago, TLC sells food ingredients and chemicals to customers in a variety of industries. TLC represent some of the nation's finest ingredients manufacturers, always with a focus on quality and service.

In the fall of 2009 TLC moved from its initial location at Three rivers in Joliet to its own brand new offices and logistics facilities in nearby Crest Hill (pictured above). The new site features state of the art capabilities, including various types of segregated product storage, and refrigeration. All were designed with the latest requirements from the Department of Homeland Security, the Environmental Protection Agency, National Association of Chemical Distributors and various other regulating bodies in mind.

**CHALLENGE**

In June of 2009, Tommy Turriff, President of TLC, asked RAM to come in and handle a variety of telecommunications items for the upcoming move ensuring those products and services were purchased and installed on time and within budget. In essence, RAM was asked to serve as the telecommunications general contractor. RAM's staff had to carefully monitor several projects at once. The most challenging of those projects involved the utilities companies. The power company and phone company were less than cooperative installing services at the new facility.

## SOLUTION

RAM pulled out every stop calling on key personnel to escalate and ensure services were installed during a three-week period in August 2009. After much persistence, lines were installed and tested at the '11th hour'.

During the project, RAM's staff recruited several partners to help. The RAM Team was assembled and provided:

- move coordination for primary and back up phone services
- design and testing of primary and back up Internet services
- services at the old and new locations during the staff move
- periodic site visits to the new building to ensure proper facilities installations
- create an RFP for phone system, cabling and security system purchases
- final coordination and testing of all systems before Moving Day

## RESULTS

RAM provided a cohesive timeline and constant communication with TLC. Budgets were met and services were installed successfully with minimal issues. Conservatively, TLC saved over fifty hours in project management, travel time and human resources utilizing RAM Communications.

**“We are lucky that RAM Communications was there to guide us through the complicated process of designing our telecommunications system and getting the best price for the right equipment. RAM's expertise in different plans and options proved invaluable as we worked through our move and transition period. RAM's knowledge of the inner workings of the utility companies helped us meet our moving timeline.”**

**Tommy Turriff**  
President of TLC Ingredients



**August 2009, remote demarcation point**  
Where's AT&T? RAM spent many hours chasing down the carrier to ensure the proper cabling was installed prior to the TLC move date.

RAM Communications ensures your Phone and Internet services perform well for less.

***Our Guarantee:***

RAM will demonstrate a minimum 15% savings after 3 months' time, or we'll waive our fee.\*\*

\*\*Savings is based on a comparison of overall service and equipment costs before and after the RAM solution is implemented.

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