

“WebEx WebOffice made us a better, more effective company and I’m convinced it has had a positive impact on our bottom line. It is flexible, customizable, and provides real-value functionality.”

— Bing J. Carbone, President, Modern Plastics, Inc.

Modern Plastics uses WebEx WebOffice to support communications and operations



INDUSTRY

Plastics

SUMMARY

Modern Plastics, Inc., a family-owned, ISO-Certified, plastics distribution company based in Bridgeport, CT, uses WebEx WebOffice as an internal communications and company operations tool.

ABOUT MODERN PLASTICS

Line of Business

Plastics Distributor

Headquarters

Bridgeport, CT

Number of Employees

More than 100

WebEx WebOffice User Since 2003

HIGHLIGHTS

- Modern Plastics, Inc. was able to impress a senior buyer of a major customer, Johnson & Johnson, with its efficient management of specification, certification and shipping documentation using WebEx WebOffice.
- Modern Plastics’ top management is convinced that WebEx WebOffice has had a positive impact on the company’s bottom line, because of its ability to quickly organize information and make it visible to everyone online.

Customer Business Profile

Modern Plastics, Inc., headquartered in Bridgeport, CT, is a 60-year-old, family-owned, ISO-Certified, plastics distribution company with more than 100 employees and multiple locations in New England.

The Situation

Modern Plastics distributes products nationally and internationally – including Australia, India, Pakistan and Ireland. The company initially considered building an intranet inhouse. “We needed an effective tool to keep all of our staff — from the people out on the shop floors, to the salespeople on the road, all the way to the CEO and President — on the same page,” says Bing J. Carbone, President.

The Solution

Modern Plastics chose WebEx WebOffice as its online collaboration engine for internal communications and company operations. “I was overjoyed when I discovered WebEx WebOffice. It had an immediate impact on our operations,” says Carbone.

The Benefits

“WebEx WebOffice made us a better, more effective company, and I’m convinced it has had a positive impact on our bottom line. It is flexible, customizable and provides real-value functionality. As President of Modern Plastics, I can know exactly what is happening at my company no matter where I am, no matter what time of day.”

Recently a senior buyer from a major customer, Johnson & Johnson, visited Modern Plastics to purchase medical grade plastics. “The Buyer walked into our Quality Control Director’s office and was drop-jaw impressed that we had every one of his company’s plastic specifications, internal order shipping specifications, and plastic material certifications, along with every Modern Plastics’ inspection document for each one of their shipments, online in our own WebOffice,” says Carbone. “And, this customer was very impressed that only employees who need to access those documents are able to do so.”

“Sure, we have the paper backup copies, but to have those documents in a digitized form and online, well, let’s just say that showing that kind of care and detail to our customers is impressive and a leg up on our competitors.”

“Truthfully, there’s no going back. Modern Plastics is a WebEx WebOffice customer forever.”