

For Structured Cabling and Labeling, Customer Satisfaction Means Project Success

For All Green Lights, where utmost professionalism guides every structured cabling installation, perfect labeling is essential for total customer satisfaction.

Pearce Smithwick and All Green Lights provide structured cabling solutions for veterinary hospitals, law offices, medical clinics, and other clients. These clients rely on All Green Lights' installations to provide critical data, voice, and video services needed to operate safely and efficiently.

Every project requires All Green Lights to design, install, and identify hundreds of cables, ports, wall plates, and patch panels with unparalleled attention to detail and professionalism. As part of this process, All Green Lights must produce and apply custom labels to identify every component of these complex arrays of cables and connections. And in many ways, these labels become the lynchpin of project success.

So, when label printers from other manufacturers failed to meet All Green Lights' requirements, they turned to the Epson LabelWorks line of industrial-grade label printers and supplies.

"We standardized on the Epson LabelWorks PX platform approximately 24 months ago and have never looked back," Pearce Smithwick explained. "For us, it was the ability to format the print and create precisely-spaced labels. This is essential for our patch panels because we've standardized on a certain brand of panel."

"With other brands of printers," he added, "we had to limit our printing to four or five ports at a time and then painstakingly overlay these little label sections on the panel to get them to line up dead on."

And that didn't sit well with Pearce.

"I know that seems petty, but it's a big deal when you sit there spending time putting multiple little sections of tape up on the panel that ultimately doesn't look clean or professional," Smithwick explained.

"Using the Epson LabelWorks LW-PX900 and LW-PX700 printers, we're able to produce a single label for patch panels very easily," he said. "Now, we can identify every port on every panel with one perfectly-spaced label. It looks professional and clean, and everything lines up dead solid every time. It's impossible to improve on that."

And as crucial as easy-to-use printers are to All Green Lights, so are the supplies needed to print perfect labels every time.

"We're big fans of Epson's strong adhesive tapes because they seem to stick forever," Pearce said, referring to labeling panels, wall plates, and other flat surfaces. "We're also big fans of Epson's self-laminating vinyl supplies because they are perfect for labels that wrap around the entire cable. And, overall, I think Epson LabelWorks tape is of higher quality than others on the market, and the output quality is a lot better."

And what about customers? Do they even notice?

"Our clients noticed the difference immediately after we switched to Epson LabelWorks, and they told us so over and again," said Pearce. "So, if they're happy, that's all that matters to me at the end of the day."

