Hosted Voice (VoIP), Broadband Services, Managed WiFi, SD-WAN

Data Clean

Data Clean turned to Fusion Connect for nearly all their Internet service needs from Business Voice to SD-WAN to Fiber and Ethernet.

SOLUTIONS

- Hosted Voice from Fusion Connect gave employees a consistent, high-quality phone system across all locations, while simplifying vendor management

- Fiber and Ethernet over Copper replaced DSL at larger offices for added throughput and redundancy

- Replaced MPLS network with SD-WAN to resolve bandwidth inconsistency

RESULTS

- Phone system works well and IT can manage everything remotely, which could never have been done with POTS lines

- Fusion Connect services are now a "ubiquitous utility" they no longer have to think about

- Field staff and guests can now easily get online in any office

CASE STUDY

INDUSTRY: Technology Services

Data Clean

With over 35 years of experience, Data Clean has been setting the standard for critical environment maintenance since 1979. Maintaining thousands of facilities around the world, Data Clean serves critical environments such as datacom, computer rooms, laboratories, and cleanrooms.

www.dataclean.com

"Network performance has become a non-issue. Fusion Connect has become a ubiquitous utility that we take for granted. We don't have to think about it. It's like a light switch. It turns on and it does what I need it to do."

— Rich Hill, President

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OUT WITH THE OLD, IN WITH THE NEW

In 2013, Data Clean's President and Co-Owner, Rich Hill, was dealing with perennial complaints about slow connectivity speeds attributed to bandwidth. At the same time, the company's traditional POTS phone equipment was at its end of life. Hill wanted to upgrade his data network while transitioning the company to Voice over IP (VoIP).

Because the quality of VoIP service goes hand in hand with the reliability of the Internet connection, Hill knew he wanted to get both

services from one provider to avoid finger pointing should any issues arise.

"I knew if we were going to run VoIP on top of our Internet pipe, we'd be better off working with one vendor. I didn't want providers pointing fingers at each other if we had a problem," recalled Hill, who met with Fusion Connect and discussed implementing Hosted Voice over an MPLS network. "Fusion Connect checked the boxes for the services we needed and the economics."

MOVING TO A CLOUD-BASED PHONE SYSTEM

In 2013, Data Clean implemented Fusion Connect Business Voice across its five main office locations. As a result, employees benefit from dozens of mobility and calling features including Call Forwarding, Find-Me/Follow-Me, and Voicemail Transcribed as Email.

The Voice Manager portal also lets employees make and receive phone calls, change routing, and turn features on or off using any desktop browser or their smartphone.

Hill can also easily make changes to the corporate account, chat with support, and add users and phones across all of his locations within the Fusion Connect Customer Portal. "The Fusion Connect phones work great and we're able to manage everything remotely which we could never do with our old POTS service," said Hill.

FROM MPLS TO SD-WAN

After talking to other providers, Data Clean opted to migrate from MPLS to SD-WAN. "Other providers literally would not offer a bundled package," recalled Hill. "Providers that sold networks, couldn't sell phones, and vice versa. Fusion Connect offered the whole package and they also do all the heavy lifting. The carriers have a myriad of provisioning systems, all with wildly different processes, and Fusion Connect takes care of all of it."

SD-WAN gave Data Clean the ability to deploy redundant, bi-directional Internet circuits for around the same cost as their MPLS service. "The SD-WAN network performs great. We were also able to replace DSL with Ethernet over Copper and Fiber at our larger offices," said Hill.

MANAGED WIFI GIVES PROFESSIONAL STYLE

While moving to SD-WAN, Hill wanted to include a guest network and put corporate protection in place. "Fusion Connect Managed WiFi gives our field staff and visitors secure Internet access without jumping on our corporate network," recalled Hill. "Employees can also access the corporate network at any office using the same credentials. It feels like we work at a big company because everything works like it's supposed to."

THE FUSION CONNECT ADVANTAGE

ENABLING THE CONNECTED ENTERPRISE
Optimize your business communications, costs, and continued collaboration from any place or device, with crystal-clear quality. Securely connect your business locations and remote workers.

LEADING-EDGE TECHNOLOGY
Fusion Connect's optimized platforms leverage leading technologies, meaning seamless integration of solutions across your virtual and fixed technology platforms.

DEDICATED SUPPORT TEAM
Our 100% U.S.-based expert tech support is available 24/7 to keep your business online and available regardless of the situation.

Visit **www.fusionconnect.com** to learn more.

Or, contact a Fusion Connect Business Consultant today at **888-301-1721**.

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