

CASE STUDY – CUSTOMER CARE ADVANTAGE

DELTACOM GOES THE EXTRA MILE FOR SCAN2US

Headquartered in Miami, Florida, Scan2Us enables organizations to go paperless by storing their digital documents in secure, off-site servers available 24/7 via the Internet. Scan2Us originated in 1996 and today uses Internet browser technology to provide document storage, helping companies eliminate costs involved with onsite server-based document management systems.

When Henry Meyer, President and CEO, became frustrated with his previous telecommunications provider's inability to fix even simple problems, in 2006 he switched to Deltacom. "Not only was Deltacom more competitive in price, but they were also well known for their meticulous customer service," he explained. "I was tired of getting the runaround. You can imagine how surprised I was to find a company that provided dependable service, saved me money in the long run, and actually cared about my company."

CHALLENGE

Two years later, Meyer experienced Deltacom's commitment to customer care again when Scan2Us moved twice within 15 months. "Deltacom handled the first move beautifully," he said. "We gave 45 days notice, and the transition was smooth and effortless. Then we had to move a second time when we discovered our landlord failed to inform us that our new office was in violation of a fire code."

Scan2Us had to vacate the building within 30 days, or face fines from the fire department. This time they didn't have the luxury of giving a 45-day notice, but Deltacom came through again.

SOLUTION

"Once again, the move went smoothly," Meyer said. "There were several Deltacom employees at my disposal to answer questions and troubleshoot. If they ran into an issue, they told me immediately, and solved it. Very few companies offer that level of customer care."

One problem involved Meyer's previous provider. "They needed to run a new conduit and pull the cable through so the phone lines would work," he said. "They ignored my requests to complete the job again and again, and that's when Deltacom stepped in. Deltacom knew the right people to get the job done and meet the 30-day deadline."

RESULTS AND BENEFITS

Deltacom ensured Meyer that the second move would proceed as smoothly as the first, and all lines were up and running within 30 days.

"This included the T-1 line, which is even more important to us than phone lines because it is responsible for transferring all documents to the remote servers," Meyer said. "No one knew we had moved either time because there was no disruption to service."

For Meyer, the benefits of working with Deltacom are straightforward. "They facilitated two moves efficiently and cost-effectively," he explained. "The project managers always kept me informed of what was happening and what was going to happen. They also offered advice along the way, which was always helpful and very thoughtful. This kind of customer care is unique."

SCAN2US: A DELTACOM CUSTOMER



"Deltacom provides consistent quality service. They make me feel like I'm one of their most important customers, which is pretty impressive considering we are a small business and Deltacom deals with many big players."

– Henry Meyer, President and CEO of Scan2Us and a Deltacom customer

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