



The nuts and bolts of great service

A small but highly successful supplier of niche hardware, Sunpack, Incorporated's IT department is the province of one individual. A recent period of extensive change, including a complete overhaul of Sunpack's voice and data solutions, highlights the importance of an IT vendor that takes the "service" part of service provider very seriously.

SUNPACK, INCORPORATED

Industry

Manufacturing and distribution

Customer

30 employees

1 location

Challenges

Lack of sufficient data bandwidth

Need for updated phone system

Solutions

SD-WAN Concierge™

Hosted Voice

Results

More bandwidth

Exceptional data/voice service

Reduced cost

Initial step to modernize

With 30 employees working from a single location in Pensacola, Florida, Sunpack, Incorporated manufactures bolt, nut and gasket kits, which it ships along with related third-party products to distributors nationwide. As is typical for a company its size, Sunpack's network administrator is responsible for all things IT. If it's digital, it's his responsibility.

When the network administrator arrived at Sunpack in 2012, the company had already contacted Windstream Enterprise about replacing its T1 line with MPLS. He took over project coordination, and that early experience showed Windstream Enterprise to be a trusted and responsive partner. "All aspects of the project went smoothly," he says, "including porting over phone numbers, changing static IP addresses at printers and replacing the data pipe." All was well—for now.

The move to hosting

As time progressed, Sunpack encountered two IT issues. The first was with data: when the company upgraded its desktops to Windows 10, downloads of updates that required up to 3 gigabytes strained the system. Though the situation was not critical, he began investigating SD-WAN with Windstream Enterprise, and he found that it would cost less than the MPLS system installed a few years earlier while offering a 20 Mbps fiber connection that could be bumped up as needed at minimal cost.

A more pressing situation arose with the company's discontinued phone system, for which parts were becoming harder to get and support had been discontinued. When the phone system incurred a failure that could be addressed only with parts no longer available from the manufacturer, Sunpack had to pay a high premium to obtain parts from a third party.

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Sunpack began investigating phone systems from three vendors and quickly settled on a system. The system administrator then checked in with his Windstream Enterprise representative, who suggested that Windstream Enterprise could address Sunpack's needs with a hosted phone system—and address the lingering issue with bandwidth. “Avoiding the up-front cost of a new phone system while also reducing our costs for data services was a no-brainer,” he says. Sunpack decided to pursue a bundle arrangement with Windstream Enterprise that included SD-WAN and Hosted Voice.

Solutions + service = satisfaction

Sunpack today operates with a high-capacity data pipe to the Internet using SD-WAN and a Hosted Voice system, all implemented by Windstream Enterprise. The result has been an overall reduction in the monthly cost of data and voice services, and a gain in flexibility. For example, the original 20 Mbps data pipe was bumped to 50 Mbps at minimal cost. Sunpack also opted later to add hosted automated attendant to the phone system, and the company gained far more efficient coverage after business hours.

Sunpack is pleased with the years of service they have received from Windstream Enterprise. “We've dealt with many data and telecom companies,” the network administrator notes. “Some have silos and brick walls, and it's difficult to find the person you need to talk with—but not with Windstream Enterprise. If I need to talk with a sales engineer to get an answer, I can go straight

to the source. If have an odd situation where I need quick movement, I can get it escalated.”

As a system administrator, he learned that a high level of service is an important aspect of the corporate culture at Windstream Enterprise. “I called Windstream Enterprise late on Friday because I needed to change an IP address and stressed to the person opening the ticket that the problem needed to be resolved over the weekend. I received a call from the tech working the issue, and he took care of it within a half hour. I got the name of the tech and his supervisor, and sent a thank-you note. I learned later that the note went all the way to CEO, who shared it with the company and said ‘This is what we want to be.’”

Ready for the future

While Sunpack is thoroughly satisfied with their new data and voice solutions, the network administrator knows that in IT, there is always good reason to adopt new capabilities. Sunpack now has a flexible platform that will serve it well going forward, and the network administrator counts on Windstream Enterprise for continuing assistance of the same high level he's experienced to date.

“...a flexible platform that will serve it [Sunpack] well going forward...”

Expected upgrades for the future include new unified threat management when the current firewall license expires, and Windstream Enterprise will soon present options. Sunpack will also likely adopt a new barcode scanner that will require upgraded WiFi for security and additional functionality, and the network administrator is working with Windstream Enterprise to select the best option within budget.

“In selecting an IT vendor as a partner, it's important not just to focus on what they can provide, but how flexible they are when you need something new,” he says. “There is nothing worse than having a service provider that doesn't provide exceptional service. Windstream Enterprise's approach to service is consistent with how I personally work to serve Sunpack—it's been a perfect partnership.”

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about Windstream Enterprise, visit windstreamenterprise.com

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