



Customized solutions propel growth

Founded in 1932, Ace Industries, Inc. is the country's largest independent crane and hoist company. With two dozen service and manufacturing facilities across the U.S. and hundreds of mobile technicians in the field, Ace needed a reliable, secure network solution to help streamline their business and allow for future growth.

ACE INDUSTRIES

Industry

Construction

Customer

28 service and manufacturing facilities

Headquartered in Norcross, GA

Largest independent crane & hoist company in U.S.

Challenges

Large footprint, remote locations

Accommodate future growth

Solutions

Data

MPLS VPN

Voice, VoIP

Secure Remote Access

Results

Fully managed solution

Exceptional data/voice service

Scalable, standardized platform

Connecting remote offices across state lines

In order to run their business efficiently, Ace Industries requires reliable connectivity between their 20-plus office locations, as well as a handful of home offices. In addition to their sales force of two dozen mobile computing users connected via Windstream Enterprise managed SSL VPNs, Ace's business requires more than 150 technicians to be connected in the field to manage work orders and communicate on the go.

Before partnering with Windstream Enterprise, Ace Industries had concerns over keeping their multiple offices across several states connected reliably and securely. Ace Industries needed a unified phone system and site-to-site connectivity to help streamline the business and allow for future growth.

Empowering network solutions

When Ace Industries originally partnered with Windstream Enterprise in 2008, they had just seven locations, but they soon acquired companies that allowed them to more than double in size. Part of the reason Ace Industries chose to partner with Windstream Enterprise was the ability to grow their communications strategy with the company, seamlessly adding new locations to their network. Cost savings and service offerings were key factors in their decision to choose Windstream Enterprise, and Ace Industries has remained a loyal customer since.

“Ace Industries has unique needs that stem from having multiple locations, many of which are located in remote areas. We have been able to ensure each branch and remote location has reliable communication with other branches and outside entities.”

“Partnering with Windstream Enterprise means I have a local IT team I can rely on,” says Ace Industries IT director Bob Myles. “My Windstream Enterprise rep is able to seamlessly add network and firewall solutions to new locations as we grow. I don’t have to worry about connectivity and our employees know they have reliable voice and data communications.”

“Ace Industries has unique needs that stem from having multiple locations, many that are located in remote areas,” says Antonio Martez, Ace Industries’ account representative with Windstream Enterprise. “We have been able to ensure each branch and remote location has reliable communication with other branches and outside entities. Bob and I have a great partnership, and I’m glad to be a part of Ace Industries’ continued success and growth.”

Windstream Enterprise provides Ace Industries with customized solutions, including data, voice and security. VoIP services connect all of Ace’s phone lines to improve collaboration among employees and across branches. Ace Industries also utilizes dedicated Windstream Enterprise data services to deliver business-critical performance with reliable high-speed Internet connectivity. With Windstream Enterprise MPLS Networking, Ace Industries extends communications across their multiple locations with fast and secure connections. Finally, Ace Industries relies on secure Remote Access to protect their network at each location.

“Ace Industries is a leader in the industry, and Windstream Enterprise is a big part of that,” says Myles. “Antonio and his team of local engineers give me a team on the ground that I can trust.”

All of Ace Industries’ solutions are supported by managed services and security experts from Windstream Enterprise, which delivers 24x7 support.

Armed for future growth

Ace Industries no longer has to worry about ensuring seamless communication and collaboration between their 250 employees and 20-plus locations. Their IT team can trust that Windstream Enterprise will manage all of their network, data, voice and firewall needs so that the company can focus on their core business goals.

Ace Industries plans to add more locations in the future. As the company grows, scalable Windstream Enterprise solutions will ensure that each location is equipped with the right technology solutions.

“I am confident that, as we grow, we will continue to have the support of Windstream Enterprise,” Myles says. “The trust we have built over the past ten years assures me that Windstream Enterprise will be a valuable partner in the future as Ace Industries expands our reach.”

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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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