



Creating a bug-free cloud environment

Humans have been plagued with pests since the beginning of time, but when your profession is ridding customers of pests in their home or business, your network must also be free of 'bugs' affecting security, reliability and performance. So, when the time came to shift mission-critical applications from their own data centers to a cloud service provider, that's when this national pest control company turned to Windstream Enterprise Cloud Connect for a pest-free solution.

Industry

Commercial and Residential Services: Pest Control

Customer

One of the largest residential pest control company's in U.S.

50+ locations

Performs more than 1M services/year

Challenges

Security

Reliability

Solutions

MPLS

Cloud Connect

Results

High reliability

High performance

Improved customer service

Increased employee productivity

Changing environment

A sense of urgency is imperative when it comes to eliminating a pest problem. The faster the problem gets resolved, the less likely that serious damage will occur to a home or business. As a top pest control specialist in the country, with a strong reputation for problem-solving and total customer satisfaction, anything that gets in the way of delivering on the company's vision to delight the customer every time demands immediate attention.

The managing director of IT for the company has responsibility for all-things IT. This includes the firm's LAN which connects locations over a high-bandwidth MPLS fiber network from Windstream Enterprise, and the in-house data center which hosts their mission-critical CRM application for both employees and customers. The CRM application underpins the company's core business functions including field operations, reporting, sales, billing, scheduling, and maintaining reliability and security and were among the IT director's highest priorities.

Cloud connectivity was a requirement and initially, the CRM provider set up a low-bandwidth, private cloud connection hosted in the company's own data center with the CRM provider as the owner of record for the cloud connection. While it was a private connection, the firm had less control over decisions about data security and reliability with continuing responsibility for maintaining the hardware in-house. Moreover, while their current 10-20 Mbps MPLS network met most of their performance requirements, the IT director received complaints from the locations about network latency. It was time to explore another solution that would take full advantage of the cloud environment, while maintaining and improving network reliability and performance.

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Powerful combination

The IT director saw two feasible options for connecting to the cloud: use the public Internet and expose their data in a highly insecure environment or find a solution that afforded them the privacy and reliability they needed to keep their data secure in the cloud. “We required a solution that would give us access to the CRM’s data, and I knew they would never allow it if we were connecting to the cloud over the public Internet. The solution had to provide an internal private path to the cloud over our existing MPLS network which delivered the reliability and performance we needed.”

Windstream Enterprise recommended Cloud Connect which used their existing MPLS network, and increased bandwidth to 100 Mbps to create a dedicated, high-performance, completely private and secure connection to the cloud for this one high-priority application.

The cloud’s silver lining

Since implementing Cloud Connect, the IT director has noticed a reduction in the tactical, day-to-day management by him and his team. Network reliability has increased substantially. In the past he would have to deal with an outage a week across the 50+ locations. Today, comments from the field about network latency have practically disappeared and he’s only experienced one outage since installation with very rapid service restoration. This has increased both employee and customer satisfaction as data look-up happens almost instantaneously during the customer service call. Perhaps most important to the IT director however, is Cloud Connect’s service level agreement that wouldn’t be available from other providers. “I trusted our Windstream Enterprise network and it didn’t make sense to go anywhere else for a private cloud connection. Everything we needed was built perfectly and performance is definitely at 5-9’s all around. We couldn’t have asked for a better partner.”

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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,
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CONNECT. TRANSFORM. ELEVATE.