

Training Provider for Banking Industry Attests to Reliability of XO Services

Summary

The Edcomm Group Banker's Academy

- Industry: Financial Services
- Headquarters: New York City, NY, with advanced design center located in Fort Washington, PA

Business Challenge

- Fast-paced business growth
- Thousands of files uploaded daily
- Staying in constant contact with customers and employees around the world

Solution

- XO DIA
- XO ISDN-PRI

Results

- Reliable service
- High bandwidth needs supported
- Rapid issue resolution

As the world's leading global education and consulting firm for the financial services industry, The Edcomm Group Banker's Academy (www.bankersacademy.com) has more than 2,000 clients in various financial services industries, including Retail and Corporate Banking, Consumer Lending, Mortgages, Regulatory Agency, Credit Unions, and others. Its customers are located in over 50 countries around the world; these clients use the organization's off-the-shelf and customized training programs that are delivered via classroom, eLearning or blended format.

Banker's Academy's development team works daily to add new content to its already extensive list of training programs, which cover topics such as: Anti Money Laundering, Bank Secrecy Act, Business Development, Call Center, Fraud Prevention, Information Security, Leadership and many more.

USA TODAY, the highest circulation newspaper in the United States, has recognized Banker's Academy as the training provider of choice for the banking industry in its 2009 issue of Smart Banking.

The Challenge

Banker's Academy courses feature multimedia content, video, and audio elements to meet the diverse training and technological needs of its ever-growing global client base. Its training programs must be highly interactive to keep students engaged. The organization's customers demand optimal performance.

In addition, between regular course maintenance, course customizations and new course development, Banker's Academy employee teams upload thousands of files a day.

Banker's Academy needed an Internet access and local voice service provider who could deliver ample bandwidth capabilities and continuous support – something that the organization's previous, smaller, telecom services providers could not deliver.

The Solution

XO Dedicated Internet Access and ISDN-PRI Services

XO Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) is a standard, all-digital technology that gives customers simultaneous, integrated voice and data capabilities. ISDN PRI is an ideal solution for growing and large businesses that need a cost-effective solution for clear voice and high-quality data traffic.

XO Dedicated Internet Access service provides high-speed Internet access to businesses with dedicated Internet connection to its Tier 1 IP network backbone. As one of a few fully peered, facilities-based Tier 1 Internet backbone providers in the U.S., XO Communications delivers data to its destination securely, reliably and along the fastest route possible.

Both XO circuits are used by Banker's Academy for redundancy and business continuity purposes. The PRI is used for voice traffic overflow in the event the main PRI runs out of trunks, and the DIA is a redundant circuit that is used in case of an outage on the main circuit.

The Results

Ability to Keep up with Organization's Rapid Growth

Banker's Academy has been an XO customer since 2002 and has stayed with XO Communications because it has proven it can keep up with the fast pace at which the organization is growing.

As Banker's Academy continues to expand across the globe, a growing number of its employees are traveling around the world to meet with clients. Additionally, as Dr. Linda Eagle, President and Co-Founder of The Edcomm Group Banker's Academy, continues to gain recognition as an industry expert, she has been invited to all areas of the globe to deliver keynote speeches and lead panels at conferences and forums. Dr. Eagle and the company's international teams regularly find themselves in far away time zones. The team needs to be able to stay in constant communication with its members via email, phone, video conferencing, etc., and often at odd hours of the night.

According to Dr. Linda Eagle, Banker's Academy has been extremely satisfied with the consistency of the support and reliability that XO Communications has provided around the clock, and with its ability to keep up with the customer's rapid pace and extensive growth.

Rapid-Response Customer Care and Issue Resolution

Banker's Academy has been especially happy with the customer care that it has received from XO Communications, as well as the responsiveness of the XO Network Operations Center (NOC). "When we have had a problem, which is rare, XO Communications has worked toward a speedy resolution, keeping us up to date and making sure that we don't miss a beat, even during off-business hours," said Dr. Eagle.

Unbeatable Support and Reliability

"We would gladly recommend XO Communications to any business," stated Dr. Eagle. "The support and reliability that XO provides is unbeatable and exactly what The Edcomm Group Banker's Academy needs as a growing, internationally recognized organization."

Banker's Academy has served as a reference to XO's prospective customers. XO and Banker's Academy have been discussing a move to a higher bandwidth option and using XO as the main voice services provider.

"The support and reliability that XO provides is unbeatable and exactly what we need as a growing, internationally recognized organization."

Dr. Linda Eagle
President and Co-Founder
The Edcomm Group Banker's Academy
<http://bankersacademy.com>

About XO Communications

XO Communications, a subsidiary of XO Holdings, Inc. (OTCBB: XOHO), is a leading nationwide provider of advanced broadband communications services and solutions for businesses, enterprises, government, carriers and service providers.

XO customers include more than half of the Fortune 500, in addition to leading cable companies, carriers, content providers and mobile network operators. Utilizing its unique combination of high-capacity nationwide and metro networks and broadband wireless capabilities, XO offers customers a broad range of managed voice, data and IP services with proven performance, scalability and value in more than 75 metropolitan markets across the United States.



For more information,
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XOCSR-0610