

XO® ETHERNET OVER COPPER SOLUTION PROVIDES INCREASED BANDWIDTH AND 100% SERVICE AVAILABILITY FOR HELP USA

Headquartered in New York City, HELP USA is a national not-for-profit organization with a mission to empower the homeless and others in need to become and remain self-reliant. Through the development of quality housing with on-site support services, HELP USA provides resources for its residents to become independent and productive.

HELP USA has 19 residential communities in the New York metropolitan area, and was recruited to expand its successful model in Philadelphia, Las Vegas, Buffalo, and Houston. Building on 20 years of experience, HELP USA is prepared to meet the evolving challenges facing homeless populations in the 21st century.

The Challenge

Replace T1 connections at the organization’s headquarters and ensure a reliable, higher-speed Internet connection

According to Onyekachi Ngumah, Telecommunications Manager, HELP USA had two T1 lines from another provider coming into its New York City headquarters. Together, the lines provided just 3 Mbps of bandwidth at a cost of \$1,400/month. The 19 remote offices are connected by virtual private network (VPN) to servers at the headquarters, where all email and files are stored.

One of the T1s was designated as a backup, but Ngumah said that when one line went down, the other T1 went down with it, leaving HELP USA with no backup and no network. “Our network was going down every other week—one time we didn’t get it back for five days,” said Ngumah. “We knew something had to be done.”

When the organization’s contract was up with the previous provider, HELP USA sought a new partner.

The Solution

XO® 10 Mbps Ethernet over Copper with Dedicated Internet Access (DIA) Solution

When Ngumah first heard that XO Communications could provide an Ethernet over copper solution directly to his location, he said, “I thought it was too good to be true. Then I found out it is true!” HELP USA made the switch to XO in 2007.

XO Ethernet over copper offers the following features and benefits:

- Dedicated 10 Mbps bandwidth to support broadband applications including image & file transfer, videoconferencing, distance learning, workgroup collaboration, real-time streaming video, storage area network (SAN), and disaster recovery
- Service level guarantees including 100% availability
- 24x7 service and network monitoring
- Network design that maximizes redundancy with no single IP point of failure
- Benefit from the XO Tier 1, fully peered network for top performance, connectivity, and throughput



Executive Summary

HELP USA

- Industry: Non-Profit
- Location: New York, New York

BUSINESS CHALLENGE

- Not enough bandwidth
- Inadequate backup
- Unreliable network performance

SOLUTION

- XO® 10 Mbps Ethernet over Copper with Dedicated Internet Access (DIA)

RESULTS

- More bandwidth at lower cost
- Reliable network with no downtime
- Fast backups to servers at night
- Easy transition to XO service



The Results

More Bandwidth, Lower Cost

HELP USA went from 3 Mbps of bandwidth to 10 Mbps and is now saving 15 percent on its network costs. “With XO Ethernet over copper, we’re getting more bandwidth and paying less than what our previous provider charged,” said Ngumah.

Everyone in the office has noticed the increased speed, Ngumah said, and backups go much faster. In addition, there is plenty of bandwidth to stream video of company meetings and access files and email.

Reliable Network

Before XO Communications, the T1s that HELP USA relied on went down about every other week. In two years since switching to XO, the network has not gone down once. “It’s hard for me to comment on XO’s technical support because I haven’t needed any,” said Ngumah. “If I were to rate XO’s Ethernet over copper solution from 1 to 10, I’d give it a 10.”

Fast Transition

Ngumah remarked that the transition to XO was amazingly fast and easy. “They sent me an email with the IP information I needed to change, and their technician installed a new router, plugged it into the network and that was it—done in about 30 minutes,” he said.

Future XO Plans

For its remote office locations, HELP USA is planning to add XO® IP Flex, a Voice over Internet Protocol (VoIP) solution that provides local and long distance voice plus data services—all for a single flat monthly rate.

“With XO Ethernet over copper, we’re getting more bandwidth and paying less than what our previous provider charged.”

ONYEKACHI (TONY) NGUMAH
Telecommunications Manager
HELP USA
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About XO®

XO Communications, a subsidiary of XO Holdings, Inc., is a leading nationwide provider of advanced communications services and solutions for businesses, enterprises, government, carriers and service providers. Its 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, visit www.xo.com

