

case study



XO®: The Rx for Medical Group's Growth

Fresenius Medical Care

Fresenius Medical Care (FMC) is a worldwide provider of dialysis products and services. The company is based in Germany, with North American operations headquartered in Lexington, Massachusetts, and additional data centers in Nashville, Tennessee. In March 2006, FMC completed its acquisition of Renal Care Group, a customer of XO Communications for the past ten years.

The Challenge

Continually add bandwidth and voice services to accommodate business growth, data center transfers, and ongoing communications

Ten years before its acquisition by FMC, Renal Care Group purchased a small footprint of telephone and Internet services for its offices in Nashville, Tennessee. At the time, Renal Care Group operated fewer than 30 clinics, according to Chris Johnson, Manager of the IT group.

FMC now operates about 1,700 facilities, plus 400 acute units in hospitals. Bandwidth requirements for remote data centers and corporate offices have continued to grow, requiring an intelligent scaling of voice and data services.

The Solution

A portfolio data and voice services from XO — backed by a dependable network and proactive engineering and service team

"Over the past ten years," said Johnson, "FMC has continued to implement additional services from XO as our bandwidth and business needs expand. We love to use XO, and whenever possible we do," Johnson said. "They've always offered the right products and services to meet our needs."

Some of the XO services added by FMC:

- An OC-3 ring providing fiber among offices and data center facilities in Nashville, expanded recently to an OC-12
- One DS-3 for Internet access
- Three DS-3s for frame relay and point-to-point aggregation among data centers in Nashville and Lexington



highlights

Customer Challenge

- Implement new products and services to meet growing needs for bandwidth
- Work with a dependable, knowledgeable provider who understands FMC's needs

XO® Solution

- OC-3, OC-12 fiber rings
- DS-3 service for point-to-point and frame relay
- T1s for Internet service
- Local and long distance voice services



- Additional T1 Internet lines
- A variety of local and long distance voice services in offices in Nashville and Lexington

The Results

Successful Implementation

The broad and expanding portfolio of data and voice services from XO ensured FMC could choose the optimal mix to meet their needs. "XO's engineers really understand their products and know how to implement them," Johnson said.

Excellent Support

"A big reason we like XO," said Johnson, "is because we can speak directly with their network engineers. We're engineers, too, and this level of communication provides a big advantage for us. They always respond to us in a timely manner."

Fair Pricing

Johnson said that XO pricing was one of the reasons the company originally chose XO. "They've always been very competitive," he said, "and we can trust that their pricing will be competitive."

Dependability

"Dependability is what keeps us coming back to XO after ten years of working together," said Johnson, "The service and network are excellent, and the people really understand the needs of our business. We've had other businesses spawn out of our company," said Johnson, "and in every instance they chose XO as their provider."

"What keeps us coming back to XO after ten years of working together? Dependability."

CHRIS JOHNSON

Manager of IT Group
Fresenius Medical Care
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About XO Communications

XO Communications is a leading provider of telecommunications services exclusively to businesses. XO services include local and long distance voice, dedicated Internet access, private networking, data transport, and Web hosting services as well as bundled voice and Internet solutions. XO is a proven leader in IP services, including the award-winning Voice over Internet Protocol (VoIP) services bundle, XOptions® Flex. For carriers and service providers, XO offers a full suite of wholesale services. XO provides these services over an advanced, national facilities-based IP network and serves more than 70 metropolitan markets across the United States.

For more information, visit www.xo.com or call 1.866.963.9696.