

# case study



## Transport Firm Shifts Gears with XO®

### Quality Distribution /

### Quality Distribution

*The primary business of Quality Distribution is transporting hazardous liquid chemicals in tanker trucks throughout the United States and Canada, mostly for large chemical manufacturers. Headquartered in Tampa, Florida, this bulk transportation service is the largest in North America, with approximately 125 local offices. Many of these offices are in remote, rural locations, and since Quality Distribution conducts much of its business by phone, reliable communication is essential.*

### The Challenge

**Develop a disaster recovery plan for its data center and find quality communication services for remote sites**

When Quality Distribution started disaster recovery planning for its data center, the company realized it needed a change. The building that housed the data center was not certified for major hurricanes and provided inadequate backup generator power, leaving the data center extremely vulnerable. The vulnerability prompted Quality Distribution to seek a solution that would protect the company's critical information systems.

"We needed a way to communicate with our rural locations," said CIO Siamak Azmoudeh. "Providing them with quality communication services had been an ongoing challenge," said Azmoudeh. "What we also required was a reliable provider, one who could reach our remote offices, while meeting our need for quality services nationwide."

### The Solution

**Co-locate the data center in an XO facility and provide reliable services for remote locations**

Quality Distribution has been a XO customer for approximately five years, so when the company began disaster recovery planning for the data center, it contacted XO. Azmoudeh knew that XO had a certified facility close to the Quality Distribution headquarters in Tampa. He decided co-locating the data center in the XO facility was the perfect solution. "XO provides us with a secure space and facility power," said Azmoudeh, "including generator power, and we manage the data center remotely."

### h i g h l i g h t s

#### Customer Challenge

- Reduce the risk of disaster and plan for recovery in its data center
- Provide quality communications services at remote locations nationwide

#### XO® Solution

- Co-locate the data center at an XO facility with appropriate power options to continue operations in an emergency
- Provide a variety of communications solutions to meet the needs of rural and remote locations
- Offer the continuing partnership of the XO team to provide solutions for changing needs



Since the company was already using XO for local and long distance services at its Tampa headquarters, Azmoudeh also looked to XO to service its remote locations. XO now provides a variety of solutions, including local and long distance, DSL, Frame Relay, and Private IP (PIP) services. XO also provides data, point-to-point, and Internet services for the Quality Distribution headquarters.

Azmoudeh appreciates his partnership with XO. In fact, Quality Distribution is moving into new headquarters next year, and Azmoudeh expects to use XO for even more services when the company moves. "We're already talking with the XO Dallas division about PBX services and are looking at increasing our business relationship with XO," said Azmoudeh.

## The Results

### Reduced Risk from Disasters

Co-locating the data center in the local XO facility reduced Quality Distribution's risk of disaster and increased its ability to respond to emergencies. "Since we moved our data center to co-locate with XO, we have had no system interruptions for over three years," said Azmoudeh.

### Lower Communications Costs

When Quality Distribution originally switched to XO, Azmoudeh said that the XO rates were 15% to 20% lower than the competition. After five years as an XO customer, Azmoudeh still feels that XO's rates are competitive.

### Services for Varied Needs

"We're in a lot of remote areas," said Azmoudeh, "and you can't necessarily get all the different types of services. Sometimes you have to pick and choose. The wide variety of solutions provided by XO enables Quality Distribution to meet the needs of almost any location."

### Flexible, Responsive Business Partner

"XO has been very good to Quality Distribution," said Azmoudeh. "XO agreed to build a fiber extension to our headquarters, which allowed us to improve our service. In our line of business," said Azmoudeh, "we work with a lot of different communications providers, and I would rank XO right up on top."

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### SIAMAK AZMOUDEH

CIO

Quality Distribution

[www.qualitydistribution.com](http://www.qualitydistribution.com)

### 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](http://www.xo.com) or call

1.866.963.9696.