

case study



With XO® and Smart City Networks, the Show Always Goes On



Smart City Networks

Smart City Networks, headquartered in Las Vegas, Nevada, is one of the world's largest providers of technology services to convention centers and hospitality venues. Throughout its 20-year history, Smart City Networks has delivered high-quality service to the ever-changing, fast-paced events industry. Today, the company has 450 employees in 13 venues, including convention centers in Anaheim, Houston, Charlotte, Las Vegas, Dallas, San Antonio, Santa Clara, San Diego, and Washington D.C.

The Challenge

Find a reliable vendor to provide voice services for shows and tenants in the Las Vegas Convention Center

When Smart City won the event business at the Las Vegas Convention Center in 1998, Keith McNeely, Director of Operations for Las Vegas, knew he needed to find a reliable, customer-oriented vendor to take over the center's voice network. He also needed voice and data services for the center's headquarters in the Las Vegas Chamber of Commerce building.

As the busiest location in the country for conventions and events, the Las Vegas Convention Center hosts a never-ending stream of events, all of which have different communications requirements. "It's not unusual during a show," said McNeely, "to have someone come up to the desk and ask for a T-span — even though it wasn't ordered. We jump through hoops to take care of our customers, so I needed a vendor who was willing to jump through hoops for us."

The Solution

Flexible voice services using two OC-48 fiber circuits and a variety of voice options, including ISDN, PRI, BRI, T-Span, and DID

XO provides the flexible voice services that McKeely needs with two OC-48 fiber circuits and a variety of voice options, including ISDN, PRI, BRI, T-Span, and DID. XO also provides data and Internet connectivity with a fractional DS-3.

McNeely particularly likes his partnership with XO and their responsiveness. "In the event business," said McNeely, "I don't have time to deal with corporate

highlights

Customer Challenge

- Find a reliable, customer-oriented voice network provider for the Las Vegas Convention Center
- Obtain flexible services that enable quick changes to meet the needs of a wide variety of events
- Keep costs reasonable

XO® Solution

- Flexible voice services using two OC-48 fiber circuits and a variety of voice options, including ISDN, PRI, BRI, T-Span, and DID
- A responsive and dedicated local support team
- The security and reliability of XO's national IP network



bureaucracy and voicemail. When I have an issue or need a quick change in service, I just call a real person from the local XO support team, and they take care of it.”

Because of an existing contract with another vendor, XO doesn’t provide long distance service. However, McNeely is so pleased with his XO partnership that he is talking with XO about providing long distance services when the current contract expires. McNeely also regularly recommends XO for other Smart City convention centers. In fact, XO already provides services for the Smart City-run convention centers in Anaheim and Dallas.

The Results

Reliable Service

“Since hiring XO in 1998, I can only think of one time when we had an issue with service,” said McNeely. “In that instance, XO restored service very quickly. Normally, things run very smoothly, as evidenced by the lack of issues since 1998!”

Excellent Support

“The XO support team is just like part of our team,” said McNeely. “They do whatever they have to do to get us the service we need — when we need it. We’re only as good as the companies we deal with, and XO has done a super job for us. I wouldn’t change companies if my boss told me to!”

Competitive Pricing

“One of the reasons we chose XO was good pricing,” said McNeely, “and XO has had the business ever since. We go back out for bids every two or three years, and XO pricing is still competitive.”

Ease of Doing Business

“Here in Las Vegas, XO excels when it comes to installation,” said McKeely. “I gave them part of the frame in our switch room. We just tell them how many lines we need, and they turn them on at the Central Office. I have no reason to change providers because I have such a great relationship with XO.”

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KEITH MCNEELY

Director of Operations
for Las Vegas
Smart City Networks
www.smartcity.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 or call 1.866.963.9696.