



CASE STUDY

MicroServe Consulting, Inc. Isn't Just an XO Partner — They're a Customer Too

Executive Summary

MicroServe Consulting

- Provider of outsourced IT services
- Based in Germantown, MD

Business Challenges

- Increase Internet bandwidth to host servers and applications for customers
- Gain predictable monthly telecommunications costs for budgeting purposes

Solution

- XO IP Flex, an integrated voice and data solution using Internet protocol
- Bundled T1s for voice and data that provide Internet access, local, long distance, inbound toll-free, and calling features for a flat rate* on a single bill
- Point-to-point access to the XO national IP network

Results

- Increased bandwidth to accommodate customer needs
- Flexible bandwidth
- Cost savings
- Predictable monthly costs
- Mutually beneficial partnership

Customer

Based in Germantown, Maryland, MicroServe Consulting, Inc. has been providing outsourced Information Technology services to businesses in the Washington, DC/ Baltimore area since 1991.

As experienced IT consultants, the seven-person operation knows a lot about networks and phone systems — from network engineering and support, to application and Web hosting. So when the time came to improve its own internal data and voice solution, MicroServe relied on its own expertise in choosing XO Communications.

Challenge

Increase bandwidth to accommodate business growth, and implement a voice solution with predictable monthly costs

Executive Vice President Rick Albert oversees sales efforts, business operations, and vendor relations at MicroServe Consulting. With the company experiencing growth, Albert said they needed more Internet bandwidth to host servers for customers. The company had been working off a single T1 line.

“Our primary driver in seeking a new solution was bandwidth,” Albert said, but another issue troubled him as well. Costs for voice services on analog lines varied widely from month to month, making it difficult to budget a fixed amount for telecommunications services.

“If we could address both our data bandwidth and voice issues using a single solution — that would be ideal,” said Albert.

Solution

XO IP Flex, an integrated voice and data solution using Internet protocol, with direct point-to-point connection to the XO network

Albert didn't have to go far to find the right solution. He was already familiar with XO IP Flex because MicroServe Consulting has a partner relationship with XO Communications and has installed the solution for several of its own customers.

“We had a lot of experience with the XO solution, and our clients are happy with it,” said Albert. “We decided to go with it and be happy as well.”

Early in 2006, XO Communications installed XO IP Flex at MicroServe Consulting. The package included two T1s combined into a single 3MB circuit to carry data and voice traffic, eight phone lines, and inbound toll-free.

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 **communications**
Solutions you want. Support you need.

“We doubled our bandwidth, got an extra phone line, and we still save money every month.”

Rick Albert
Sr. Systems Administrator
Executive Vice President
MicroServe Consulting, Inc.
www.msconsulting.com

Key features of the XO IP Flex package include:

- A single flat rate* for local, long distance, inbound toll-free, Internet access, and Web hosting
- High-speed Internet access with Dynamic Bandwidth Allocation, which assigns additional bandwidth to data throughput when phone lines are idle
- The reliability and security of the XO national IP network and softswitch technology

Results

Increased Bandwidth to Accommodate Customer Needs

XO IP Flex met the primary business need for MicroServe Consulting —more bandwidth to host servers for customers.

Flexible Bandwidth

The Dynamic Bandwidth Allocation feature of XO IP Flex provided both a voice and data solution. “Allocating the bandwidth dynamically between voice and data is ideal for us,” said Albert. “At night when the phone lines are quiet, all the bandwidth can be dedicated to backing up data.”

Cost Savings

Albert said, “We doubled our bandwidth, got an extra phone line, and we still save money every month.” All local line charges from the local telephone company were eliminated.

Predictable Monthly Costs

Now all telecommunications services are consolidated onto a single predictable bill. “We know exactly what our monthly telecom costs will be,” said Albert, “making it easy for us to budget.”

Mutually Beneficial Partnership

Not only is MicroServe Consulting a satisfied XO customer, but the company has also installed about 30 XO circuits for its own customers. They are so confident in XO IP Flex that they are planning to install it for their biggest customer.

*Flat rates vary by market, limits apply.

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