

SUCCESS STORY

APPLIED DATA MANAGEMENT
AND COVAD



Applied Data Management specializes in voice, video, Internet, and data transport and storage for small- to medium-sized businesses that have little to no technical staff. With in-depth experience with Fortune 500 companies and the backing of Covad's sophisticated products and services—Applied Data Management's staff helps smaller organizations achieve enterprise-class coverage and service at prices they can afford.

Delivering Enterprise-Class Services at Small-Business Prices

By working with Covad, Applied Data Management has access to a nationwide network. “Partnering with Covad means we can serve customers nation-wide, with locations across the U.S.,” explains Keith Dennis, managing partner at Applied Data Management. “Plus, we can also offer multi-tier service levels with Covad.”

Working with Covad, Applied Data Management discovered the many benefits of having Covad as a partner. “We’ve found the Covad staff incredibly responsive and flexible,” states Dennis. “The entire Covad solution is extremely flexible, which enables us to tailor our offerings to the specific needs of each customer. In fact, they’ve never told us ‘we simply can’t do it.’ If we require something that’s not off-the-shelf, they work with us to meet that need.”

COVAD AND APPLIED DATA MANAGEMENT—A SUPERIOR CUSTOMER

EXPERIENCE. For both Covad and Applied Data Management, customer service is the number one priority. As Dennis explains, “All that matters is the quality of service we’re able to achieve.” Together, Covad and Applied Data Management provide customers with solutions that would take years, many engineers, and millions of dollars to build themselves. “Covad’s developed a solution that offers businesses of any size the ability to leverage what used to be an incredibly expensive proposition,” declares Dennis. “And Applied Data Management makes it all transparent to the end users. They know they have a system that works when they need it to—and at a level far superior to their previous setup. That’s all that matters to them.”

INSURED SUCCESS FOR LOCAL INSURANCE COMPANY. A local insurance company was ramping up for a number of events and needed to distribute data to its retail locations. However, its outdated infrastructure was making it difficult—each location had its own PBX system, there were no standards, service was an issue, and the buildings ranged from ancient to brand new. Further compounding the problem was the company’s limited IT resources: four people to handle desktops and service for 400 employees. Worse yet, a technical person had to travel up to eight hours to do one hour of work at a retail location.

SUCCESS STORY

Applied Data Management and Covad

“Covad’s expertise enables us to offer enterprise-class services to our customers without an enterprise price tag—regardless of their size.”

Applied Data Management transformed the company’s network with a Covad VoIP **Unlimited Advantage vPBX** communications solution that eliminated the problems, centralized the applications, and improved efficiency and productivity for both the retail offices and the IT staff responsible for managing the network. “IT can now process all the moves, adds, and changes from anywhere via the Web,” explains Dennis. “So even when they must travel to remote locations, they can still service other users as long as they have Internet access.” And the high performance and service level agreements mean employees have reliable access to the data and applications that fundamentally drive the company’s profits.”

Keith Dennis

Managing Partner, Applied Data Management

THE LEADER IN BROADBAND COMMUNICATIONS. Since 1996, Covad has been developing and delivering innovative broadband solutions nationwide. Covad was the first to offer business-class DSL and once again is raising the bar by being the first to offer voice optimized access and its business-class voice over IP (VoIP) services.

As the nation's largest facilities-based provider of DSL and broadband, Covad is uniquely able to deliver a superior customer experience that will help your business stay a step ahead of the competition.

To learn more about the value Covad services can deliver to your business, contact us today. Visit www.covad.com/alliance/ or call 1-866-888-2965



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