

SUCCESS STORY
ROI TECHNOLOGY SOLUTIONS
AND COVAD



ROI delivers customized, turnkey solutions for businesses of all sizes, providing everything from needs assessment to installation and training to ongoing support. With more than 30 years of experience, they understand all the components that make for a successful hosted VoIP implementation. That's why they partner with Covad. Not only does Covad offer the largest nationwide, business-class VoIP footprint, they care as much about customer service as ROI does.

Measuring Success One Customer at a Time

A number of factors influenced ROI's decision to add Covad VoIP to their offerings. According to Patty Platts, a partner at ROI, they've "had the opportunity to work with several providers, and Covad, by far, has gone the extra step in improving and modifying their solution. They also offer more features, such as embedded conferencing and instant messaging, and bring a stability that resonates with customers."

However, the details have made a lasting impression as well. "I appreciate the thought Covad puts into their literature and sales and technical support," explains Platts. "It's obvious they spend a lot of time and energy developing these programs. And our channel manager is always there for us, giving us the information we need when we need it—every time." Add to that incentives, co-marketing opportunities, and sales leads, and it's easy to see why ROI calls the Covad vPBX solution its "Cadillac" solution.

COVAD AND ROI—THE RIGHT CHOICE FOR HOSTED VOIP. Both Covad and ROI recognize that businesses often have different reasons for implementing new technology. Some smaller organizations want the same tools that larger companies have and realize they'll make up the "hard costs" with increased sales and productivity. Others are interested in a specific feature, such as mobility. For many small- and medium-sized companies, lowering telecom costs without sacrificing performance is crucial. ROI's ability to tailor a solution to meet each client's individual needs combined with the benefits of Covad VoIP—lower capital investments, reduced communications costs, simplified administration, and more—make it easy for businesses of all sizes to navigate the path from traditional telecommunications to a hosted VoIP solution from Covad and ROI.

A SOLUTION THAT CAN BE COUNTED ON. A small financial services business that runs seminars and communication websites, was looking for a telecom solution that would adapt quickly as they grew. Access for remote workers, conferencing and text

SUCCESS STORY

ROI Technology Solutions and Covad

“We consider Covad our ‘Cadillac’ solution.”

messaging capabilities, easy administration, low costs, and a solution with staying power were also key factors in their decision. Staying power was particularly crucial because the company had issues with their last supplier.

ROI and Covad earned the company’s trust, demonstrating their customer commitment, fiscal stability, and product reliability. In addition to installing Covad VoIP services, ROI reinforced the company’s network with a firewall and a new switch and router. Since implementing the Covad VoIP solution, the company has grown 40 percent, with ROI and Covad keeping pace with every step. The end result is that “The company has all the tools that the ‘big guys’ have—and they like that,” explains Platts.

Patty Platts

Principal, ROI Technology Solutions

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



Covad Communications, 110 Rio Robles, San Jose, CA 95134

© 2005 Covad Communications Company. All rights reserved. Covad and the Covad log are trademarks of Covad Communications Group, Inc. All other marks mentioned are the property of their respective owners. This service is not available in all areas. Use of Covad Communications’ products and services are governed by Covad standard agreements, customer policies, service level agreements, and acceptable use policy. Service may be limited as described in Covad’s terms of service and may not be available in the event of power failures.