

CASE STUDY

Progressive Design Collaborative, Inc.

The Customer

Progressive Design Collaborative, Inc. (PDC) is an engineering firm that has designed thousands of plumbing, mechanical, and electrical systems throughout the United States. They have worked with a diverse mix of clients including hospitals, sports facilities, and universities. Recently PDC has experienced significant growth.

The majority of PDC's clients provide public services that communities rely on each day. This means that PDC must be client-focused and extraordinarily thorough. Their focus on tailored products and client satisfaction makes them an industry powerhouse.

The Challenge

With their time being spent on exceptional design services, PDC doesn't have time to worry about their communications solution. That's why, like many small businesses, PDC doesn't have a dedicated "IT professional" on staff; PDC's designated IT manager is heavily involved in the daily operations of the company.

As a growing company, PDC needed a more sophisticated managed solution that let them focus on their daily activities. Decision makers didn't want to spend time and money integrating (and then supporting) a new system, so they decided to call Windstream.

The Solution

Like many Windstream customers, PDC didn't have the time to deal with the intricacies of managing their own telecommunications solution. As a business grows, so must its supporting network. That's why today, the need for a managed solution is becoming more prevalent.

Windstream readily identified the needs of PDC, upgrading them from DSL to a Hosted VoIP and Data Bundle, Managed Network Security, and a way to back up their files in case of an emergency.

Windstream also set PDC up with Google Business Apps. Users at PDC can now share and collaborate on documents and calendars, which are stored securely and easily accessible from anywhere.

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With a stronger communications solution in place, PDC can now not only concentrate on the job at hand, but they are also using the technology to work with them (rather than against them), allowing the PDC team to be more efficient and productive.

To learn more about Windstream's solutions, call 888-673-WIND (9463) or visit windstreambusiness.com.