

Quality of Service: Tenure Matters

Result of Quality Deliverables is Customer Loyalty



The Business Challenge

For many vendors, landing contracts is not really an issue in the short-run. Yet, the long-term objectives—retaining long-standing clients, fostering customer loyalty, and obtaining new business by way of current client referrals — seem somehow beyond their reach. Ensuring client satisfaction through superior customer service, offering best-in-class products and services, and standing behind deliverables are three key areas in which many of these companies fall short. The result is a failure to retain clients and build business exponentially over the course of time.

The Acuative Solution

At Acuative, we deliver on our promises. The result of this seemingly simple but effective approach is reflected in the quality of our customer base, and the longevity of our customer relationships. We know there's more to business than a low price point (which we have) and service delivery competency (an area in which we have no industry peer). The decision to outsource key components of core network deployment and maintenance services requires a trusted partner who is willing to fully integrate with a company's culture, strategic objectives and operational processes for the long-haul— that's Acuative.

At Acuative, we take great pride in the longevity of our client relationships and our ability to meet ever-changing market demands as technology, products,

services and customer adoption evolves. In fact, there is no greater testament to the quality and value of Acuative than the enduring relationships that we have and continue to foster.

That's because, we're easy to do business with; we integrate seamlessly into client operations; and we judge our work solely on our clients' level of satisfaction.

Texas-based Tier One Provider Continues with Acuative for 25 Years

Since 1986, Acuative has been providing a full line of managed outsource services to this provider, including deployment, network monitoring, maintenance, technicianing, design and new product roll-outs. With a customer base in the tens of thousands, and our largest outsource management engagement including deployment of new services, equipment and maintenance to over 35,000 sites, this relationship is evidence of Acuative's ability to truly partner with a company for maximum impact as technology and service delivery models change over time.

The many notable initiatives we have successfully supplied to this partner include outsourced solutions in the form of creating a flexible "on demand" turn-key installation, deployment, and on-site nationwide customer service model in 1996; a pioneering new managed router service deployment for Fortune 500 companies in 1999; and a 2001 roll-out of new frame relay service impacting over 15,000 customer sites.

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CASE STUDY

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We have been the prime strategic outsourced technical service provider for this firm since 1990, delivering a full line of transparent deployment and on-going network monitoring and maintenance services to their customer base ever since.

New Jersey-based Tier One Service Provider Has Turned to Acuitive for 20 Years

For twenty years, Acuitive has been providing end-to-end managed services for deployments, monitoring and maintenance to this leading US service provider (The number one wireless service provider and number two U.S. telecommunications service provider after AT&T). This client serves 90 million mobile customers and holds core landline accounts amounting to nearly 30 million subscribers. They provide local telephone, long-distance, Internet access and digital TV services to residential, commercial, government and wholesale customers.

Our relationship with this carrier transcends the traditional vendor relationship, with our operations fully aligned as extensions of the provider's own workforce. We service the day-to-day client on-boarding and maintenance issues, and allow the carrier to focus on core business expansion and strategic objectives. Additionally, Acuitive is engaged in the launch of critical new market activities, including extensive interaction with product development, launch and marketing teams for high priority projects such as the SME VoIP pilot, productization and market launch.

For 15 Years, Technology Pioneer Counts on Acuitive

This Fortune 50 enterprise specializing in aerospace systems, industrial products, aircraft engines and helicopters faced enormous challenges managing the costs and complexities of keeping their global communications network robust, resilient and state-of-the-art. What was initially a competitive advantage — accelerating R&D, facilitating just-in-time integration with their supply chain, and creating enormous operational efficiencies across geographically dispersed operations — had become a time intensive and expensive business distraction, taking valuable resources and capital from core business activities. The rapid advances in network technologies and exponentially increasing company bandwidth consumption only compounded the problem, forcing the constant replacement of core network gear long ahead of booked asset depreciation timelines. Simply put, the company needed the headaches to “just go away.”

Acuitive stepped in with a full-service outsourced network infrastructure service that addressed all company pain points. Our packaged solution fully outsourced all new and legacy technology ownership and management issues, including ownership, acquisition, staging, installation, maintenance, warranty and break-fix. Based on an initial 3-year term that has been continuously renewed, we divested the company of any liabilities associated with existing network hardware through an acquisition and rent-back of all legacy equipment. Featuring full-service obsolescence planning and new technology integration, Acuitive also took responsibility for the replacement of legacy equipment with new gear through the same ownership/rental model, and has kept network uptime and throughput at industry-leading levels ever since. Procurement, placement and integration services are augmented by a maintenance plan under a strict SLA featuring 4-hour response time — including both break-fix and ‘hot swaps’ — in every company location with network equipment.

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Health Insurer Maintains Relationship with Acuative for 10 Years

This Fortune 150 health insurer's Health Care, Group Insurance and Large Case Pensions divisions rely almost entirely on the company's network for day-to-day operations. Simply put, when the network goes down, business stops. This has been the case for over a decade.

By 1999, the balance between transactions dependent upon the network, versus those executed by traditional mail, fax, phone and in-house database queries, had reached the tipping point. As a result, the internal company staffing and technical capabilities were insufficient to meet the ever-growing uptime and capacity demands on the network. What's more, costs were spiraling out of control, as diverse network architectures across the world proved an insurmountable barrier to economy-of-scale purchasing, deployment and maintenance.

Acuative responded with a global solution. Technical resources were deployed to the insurer's network-operations-center (NOC) resulting in the standardization of equipment specifications for locations across the world according to traffic volume and file sizes. The team also provided much needed subject-matter-expertise in the selection, procurement, project management, installation and maintenance of new gear to upgrade the rapidly aging core network infrastructure at the NOC.

The team then turned to the project of implementing global standardization, providing project management for the global program roll-out, and on-going field service, installation and maintenance services under a demanding service level agreement (SLA). Service delivery continues to this day.

Being Acuative

Acuative service begins with making our clients' goals and concerns our own. We meet our clients' deadlines, exceed expectations, and evolve our services in the spirit of partnership. We continue to deliver for as long as our clients' need us.

Without this depth of commitment, technical capabilities and technology are not enough. That's why Acuative delivers more.

At Acuative, we do whatever it takes to provide the highest quality answers, solutions and results. That means our clients can count on us to always deliver our best and to meet their networking needs with exceptional creativity, ingenuity and skill. Every time.

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