



## Implementing DSL solutions using multiple vendors to locations that the originally contracted carrier could not reach

### The Situation

The customer needed broadband services to just over 1,000 locations throughout the United States. One of the company's larger LECs was contracted by the customer to install DSL to each of these locations. The LEC promised to reach at least 750 locations with service before looking at other solutions for the remainder. After a few months of prequalification, the LEC determined that only about 350 of the locations were serviceable to them. The customer needed to get broadband service, preferably in the form of DSL to all of these locations within six months of the original request.

### The Solution

The customer employed Secure Path Networks to assist with the provisioning, installation, and management of each of these locations' DSL connections. SPN assigned a dedicated project manager (PM) for the purpose of centralizing the management of these installations and reporting status back to the client on a regular basis.

SPN identified a carrier who not only had a large footprint and would have the best chance of fulfilling DSL solutions, but who also agreed to the aggressive installation time frames the customer was requiring.

SPN worked with the customer to determine what technologies would be feasible beyond DSL in the event that DSL solutions were not available. A list of available technologies (ADSL, IDSL, cable, analog, and fractional T1) was provided to the partner of choice and SPN began coordinating these solutions at each location.

In addition to the provisioning of the DSL, SPN also coordinated the pre-configuration of the hardware that was going to be installed on site at each location to expedite the installation of the DSL.

Throughout the entire project, weekly executive summaries were provided to the project stakeholders, and daily, more detailed reports provided to the designated project team. Custom reports were also created to parse the data feeds received from the new carrier to identify the changes made from week to week for easier review for the customer.

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### The Results

SPN successfully delivered the targeted number of installations on time at a rate of approximately 80 locations per month until the project completed. The customer was able to get broadband access at all of their predetermined locations - many of which included services in areas that were previously unavailable. In addition to the rapid deployment in underdeveloped markets, the customer also saved approximately 50% on their monthly data-services expenses and 30% on their voice expenses.