

CASE STUDY – PRI

HOW THE INCREASED SPEED AND RELIABILITY OF SPARKLIGHT'S BUSINESS FIBER NETWORK COST A COMPANY FAR LESS THAN COPPER-BASED SERVICE.

CLIENT

Sparklight Business worked with Brycon Corporation, one of the Southwest's largest industrial contractors, to modernize their lagging 10 Mbps Internet and PRI service. Speed, cost, and reliability were major consideration factors as Brycon manages complex and large scale projects within the industrial, healthcare, and commercial industries.

CHALLENGE

Brycon Controller, Justin Adams, was very aware his company needed to upgrade their Internet and phone systems. "The 10 Mbps we had just didn't meet our needs anymore. I knew we needed to upgrade to fiber but we needed to do it with a partner who we could depend on but who also possessed the technology that would put us where we needed to be. Cost was also an issue. We needed a partner who was going to offer competitive pricing."

SOLUTION

Located in Rio Rancho, New Mexico, Brycon's corporate office employs approximately 15 people locally but supports hundreds around the country. Their old copper based 10 Mbps service had significant limitations considering they use their own servers for their email and have an extensive remote workforce relying on them. "Sparklight Business came to us letting us know they had just laid fiber in our area. We were experiencing frequent outages and knew we were overpaying our previous provider. It was a relief knowing a company like Sparklight Business was going to be servicing our area," said Adams.

"It was an immediate improvement to get on their fiber service. Now our speed is exponentially faster, we've had no downtime and we even added their PRI offering without a hitch. Ironically, it ended up being less expensive than what we were paying for before, with the added benefits of clear and accurate invoices as well as top notch customer support. With this change, we are now in the position to upgrade some of our other services without worry. One of our most immediate needs is to transition to Office 365 for our email service which is cloud based. With our Sparklight Business fiber solution we are confident our future is in good hands."



"Our growth at Brycon has been mainly peripheral, with an increasing amount of remote employees. We very much needed a reliable and fast service. Sparklight Business has been an invaluable and trusted partner in helping solve our challenges."

Justin Adams

Controller, Brycon Corporation
Rio Rancho, NM