

Case Study



Complete Communications helps provide SD-WAN solutions while also addressing potential problems that arise from implementation.

The Challenge

CompleteCommunications

SD-WAN provides significant benefits, but they can present other potential problems or questions.

- How do I manage post-install support with multiple providers?
- Do I need a single bill?

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- Is there a single source for trouble tickets?
- Is there a centralized portal to manage my inventory?

Complete Communications Solution

Complete Communications was able to streamline the ordering process & support with no mark-up in the circuits for this solution. Complete can provide a turnkey solution while still allowing the customer to take full advantage of the best price carrier. Get the most aggressive pricing from any carrier by leveraging Complete Communications ability to build the carrier architecture then take advantage of their CircuitaaS solution that provided a single bill, dashboard visibility into the customer locations, single source trouble ticket management, contract storage, variance reports, and more.

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Criteria: 💿 all	⊖any		Account #	<u>CilentID</u>	Location Name	Address	City	State	Zlp	Site Code WTN/Circuit a	t Se
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Site Code: WTN/Circuit #:			50002734	50000085	ABC Company Loc 5	2801 East Market St	York	PA	17402		Ca In
Service: Btn:			50002736	50000086	ABC Company - Location 1	2899 Whiteford Rd	York	PA	17402		Ca
Localnumber:		0	50002913	50000081		24451 Health Center Dr	Laguna Hills	CA	92653		Ca

Solution Features & Benefits

- 🚱 Single ordering and support day two
- 🚱 Completely hands-off experience
- 🚱 Pro-active management services available
- Single Account Manager regardless of underlying provider for all MACD requests

COMPLETE COMMUNICATIONS CIRCUIT AS A SERVICE SOLUTIONS	The second secon	HYBRID Management			
Cost	FREE	ICB APPROX \$30/CIRCUIT	Image: state		
Build carrier assessment	Ø	0	distance for		
Build ROI	6	Ø			
Project manage carrier install	6	6			
Manage MACDs	6	6			
Carrier contract negotiations	6	6			
Manage fallout from service providers	6				
Single bill		6			
Inventory management & dashboard visib	olity	0	Monthly Asset Counts by Service Provider (Company-Wilde)		
Contract management		6	and a second sec		
Invoice management		Ø			
Single point of contact for trouble tickets (One throat to choke)		6	No. No. As No.		
Bill auditing & analytic reporting		Ø	Manuaria a construction a constructin a construction a construction a construction a constructin		
Proactive trouble ticket management & network monitoring	CUSTOM PRICING	CUSTOM PRICING			