

Staffing Company: Reliable Service for Critical Communications

IT Resources Market, before Cbeyond

- Expensive communications services, including per line fees for telephone service
- Poor customer service and problem resolution from providers
- One previous provider shut down overnight, leaving business without Email for a month
- Had tried three providers looking for the right solution



J.D. Godbout, president

Faster, More Affordable Communication

"To be successful in the staffing business, we need fast Internet access and a good long-distance plan," explains Godbout.

"We are constantly communicating with clients, both local and out-of-state, to fill positions and find positions. With our long-distance minutes included in our BeyondVoice package, we don't worry about the cost of every call we make. We actually encourage clients to call us on our toll-free number."

Cbeyond Delivers

"When we talked about installation Cbeyond made it sound so smooth and easy that I really didn't believe them," admits J.D. "But they delivered on everything they promised and we haven't had a glitch since."

Most Valuable Features

Blazing Fast Internet

"We communicate heavily via Email and constantly transfer documents," says J.D. "Our speed to the Internet is as fast downloading as it is uploading big documents. Much better than DSL."

Web Hosting

The company's Web site, hosted by Cbeyond, is an important tool for business development, up-to-date job post-ings, and maintaining a database of current resumes.

Cbeyond Online

Online tools make it easy for the business to pay bills, manage e-mail and enter requests for service changes online. "It's so convenient," says J.D.

Customer Service

"Cbeyond really cares for their customers. And you can tell, when you talk to the service and sales reps that they really want to do a good job and have a good name with their customers.... In my line of work, I come into contact with a lot of different businesses and I recommend Cbeyond to them all."