

A Responsive Relationship Provides Peace of Mind

PAEA and Allied Telecom Group Share a Clients-First Priority



CLIENT SUCCESS STORY



The team of professionals at the [Physician Assistant Education Association](#) doesn't believe in downtime. You see, they support a special group of healthcare professionals that play a crucial role in well-rounded and patient-centric care – Physicians' Assistants.

PAEA develops and distributes educational materials and services in support of the Physician Assistant profession and, ultimately, healthcare in general. The vision of PAEA is to "improve the quality of health care for all people by fostering excellence in physician assistant education." With this important mission in mind, being available to the PAEA members is a vital requirement, and certainly the underlying technologies that the organization elects to employ must be rock solid.

CLIENT PROFILE



Customer: Physician Assistant Education Association

Industry: Healthcare-related Association

Location: Alexandria, VA

Website: www.paeaonline.org

BUSINESS CHALLENGE: Mobile workforce in need of flexible voice service as well as high website availability and bandwidth monitoring requirements.

ALLIED'S KEY BENEFITS:

- High grade technology coupled with excellent client care
- Flexibility to manage voice network from "anywhere" with high reliability
- Direct visibility into data utilization that assures high website availability (vital given that PAEA's website is a crucial part of their services delivery)

SELECTION CRITERIA FOR PAEA:

A "Peace of Mind" Based Decision

As a service provider, PAEA has a standard of excellence that is reflected in their website and live person availability by phone. The ability to conduct business regardless of where employees are located at any given moment made the decision to utilize a cloud based hosted-voice solution, provided by Allied Telecom Group (ATG), a "peace of mind" based decision.

“ We were able to seamlessly support our end users as if we were right down the hall.”

Seán Stickle, Chief Communications

Officer & Chief Diversity Officer,

- Seán Stickle, PAEA CCO/CDO

commented: "recently our employees were working from home due to heavy snow conditions around our office. With the cloud, we were able to seamlessly support our end users as if we were right down the hall. This is the level of service that we always want to provide our valuable members."

And those same criteria made ATG's data connectivity a similar sound business choice for the operations of PAEA. Seán really appreciates the ability to monitor his utilization of bandwidth, and he noted that he has been proactively contacted by Allied's engineering team when unusual high bandwidth utilization had occurred.

A LASTING RELATIONSHIP

What makes this relationship even more unique is the longevity between PAEA's, Seán Stickle and Jennifer Salsberg, Customer Account Manager at Allied.

Said Seán, "dating back to 2003, for over a ten year period, the longest professional relationship I have had with anyone in any company is with Jennifer at Allied Telecom; that's pretty remarkable in general, but particularly in the world of service providers. I know I can rely on the entire team at Allied to be responsive to whatever PAEA needs and Jennifer is always there to bring the team of technology professionals together when our voice and data needs grow."

ALLIED SOLUTIONS

Allied Solutions Selected:

- Hosted Premium PBX
- Currently 3M Dedicated EoC (Pending Upgrade to 10M Dedicated Fiber)
- Voice and Data since 2011

Stats:

- Lines = 26
- Bandwidth - 3M (10M Pending)

POST-DEPLOYMENT RESPONSIVENESS

With this incredibly stable and reliable relationship in place, when it came time to increase bandwidth for their data connectivity from 3 MG to 10 MG, Seán acknowledged that he realized that [big company] was an option, but it wasn't a real choice in his mind. "On the rare occasion that an issue arises at Allied, they are incredibly responsive and the commitment for correction is a commitment that I can count on. If I worked with the other guys, I know for sure that such a high level of care and service would not be my experience."

“ I know I can rely on the entire team at Allied to be responsive to whatever PAEA needs and [our Allied representative] is always there to bring the team of technology professionals together when our voice and data needs grow.”



Seán Stickle
CCO / CDO, Physician Assistant Education Assoc.