

# Partners in Time: When Timing Trumps All

The Partnership of NSource Information Technologies and Allied Telecom is Golden



## PARTNER SUCCESS STORY



Why is it that inevitably, when the chips are down and time is of the essence, a mission critical issue arises just outside of normal business hours? This was the case recently for a team scrambling to prepare for high-level status meetings with their CEO, who was coming in from out of town and on a tight schedule. At that crucial timeframe when communications were critical for the local team, the very means to communicate and support the team's project operations was failing. And by the way, it's a Saturday afternoon, when the only help you'll get from most service providers is a 3rd party answering service that will have someone call you back... eventually. At times like this, you need someone you can rely on for help – no matter what day of the week.

NSource Information Technologies – a managed services provider delivering outsourced IT services – is dedicated to solving client problems quickly and efficiently. So when they uncovered the challenging situation above at their client's building development site, they knew exactly what to do, even though it was after regular business hours and on the weekend.

### PARTNER PROFILE

**Partner:** NSource Information Technologies

**Industry:** Managed IT Services

**Location:** Alexandria, VA

**Website:** [www.nsourceit.com](http://www.nsourceit.com)

**BUSINESS CHALLENGE:** Client in urgent need of fast, reliable broadband service within extremely short over-the-weekend timeframe.



### PARTNERSHIP CRITERIA FOR NSOURCE:

#### Mutual Ability to "Save the Day"

Employees at the development property of a new luxury hotel near Capitol Hill were experiencing intermittently failing and extremely slow Internet access and they needed a fix *fast*. Project status update meetings with high profile executives were scheduled for the following week and the prospect of being unable to operate, business as usual, was unacceptable.

Needless to say, this problem created an urgent need for resolution, and the hotel development team immediately turned to their contact at NSource IT for help. NSource recognized that this particular problem was in an area that required an extremely willing and able service provider partner, particularly because the crisis point bubbled up and over on a weekend. In the face of this challenge, David Kaszowicz of NSource knew who to contact: AnnMarie Linnett at Allied Telecom.

Of all the players to consider, David knew that on a Saturday night, most service providers are in “out of hours” operation mode and certainly not able to initiate new service in order to solve a crisis. However, in his dealings with Allied Telecom, David has always found an extremely responsive and technically advanced service provider, one that he could recommend to clients with 100% confidence.

In short order, with the joint efforts of NSource and Allied, the situation went from crisis state to resolution. From that first email to AnnMarie, all the needed players from Allied jumped into line; and a process that can take on average six weeks with competing service providers was accomplished in a mere few days. In record time, this new high speed connection was installed and turned up for service, and David was able to bring his client back to a happy and stable state in time for the status meetings. Though David’s company was not the cause of the problem to begin with – his decision to recommend a solution through Allied was critical to the quick fix that was needed.

## ALLIED SOLUTION

### Allied Solution Selected:

- 10M Dedicated Internet Access

### Allied’s Key Advantages:

- Responsive, quick turn-around service
- Fast, reliable connectivity
- Advanced engineering support

## EXCELLENCE IN PARTNERSHIP

From fabulous hotels and law firms to healthcare organizations, non-profits and companies of every sort, no matter what the project or challenge might be, David Kaszowicz says: “We love to ‘save the day’, solve the toughest problems, and to work with partners who can do the same. We’re dedicated to servicing our clients, and we’re glad to count Allied as a great go-to asset on our partner team.” AnnMarie followed in saying: “We really enjoy working with David and his team at NSource, and I couldn’t be more proud of my colleagues here at Allied for creating a great outcome for [his client].”

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**David Kaszowicz**  
President & CEO, NSource IT