

# AP Sites

### Case Study

AP Sites is a full-service technology company serving more than 450 small to mid-sized businesses throughout Michigan and northern Ohio. AP Sites applies cutting-edge solutions to help improve their clients' profitability. In addition to supporting client server networks and managed network services, AP Sites also does a substantial amount of work with business loss mitigation, assisting with the technical side of information recovery in the case of any type of disaster that may strike a business.



### The challenge

Because AP Sites provides high-tech services to other businesses, they need an internet and phone network that is incredibly fast, thoroughly reliable, and which delivers cutting-edge services. Their workforce is frequently working at a client's location, and needs to download and share complicated software and large files of information, particularly as part of their disaster-recovery and data-backup services.

### The solution

AP Sites has been a Charter Business client for more than nine years. Currently, they use Charter Business's fastest internet option, Pro100, which provides 100Mbps download speed. Charter Business also serves all of AP Sites' phone needs, a total of eight lines, and provides a cable TV connection to the television in the lobby.

### 100Mbps fulfills the need for speed

Many years ago, AP Sites used a T-1 line from the local phone company for their internet connection, but as their business and the demands of their clients grew, they needed a provider who could introduce new technology and keep pace with the increasing demands for faster downloads and uploads.

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Owner of AP Sites

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### **Teamwork triumphs over city hall fire**

Charter Business and AP Sites frequently partner on technical projects for other businesses where Charter Business provides the network. One vivid example occurred in October 2010 when the Bay City, Michigan, city hall building caught fire. Much of the 10,000 gallons of water that was used to put it out ended up in the basement where all the servers and other technical equipment resided. Fifty-six employees were relocated to six other locations and needed phone and point-to-point internet service ASAP. A Detroit consultant advised the city that it would take about two weeks to get all of the employees up and running. Charter Business and AP Sites did it in four days. "In some cases, we had the equipment fully functional before the desks and chairs were delivered," recounts Avery.

### **Reliability and price forge a winning combination**

"Dollar for dollar across the board, Charter Business delivers the best reliability to us and other area businesses," said Avery. "We couldn't do what we do without them."

The reliability extends beyond the network performance to customer service performance. Charter Business's 24/7/365 technical support and local technicians mean that new connections can frequently be made within a day or two, rather than a week or more. "When we work with Charter Business, we know that all the work will be done exactly right, with no loose ends," said Avery.

"We partner with Charter Business on many joint projects with other companies," said Avery. "AP Sites saves these companies money on the front end with their technical configurations, software, and programs; Charter Business saves them money on the back end with its network delivery system."

### **Charter Business "above and beyond" other providers**

"We've worked with Charter Business for many years now and they are hands down, 'above and beyond' any other provider," said Avery. "I frequently recommend that our clients switch to Charter Business for their internet, phone and even TV needs. For our company, the amount of bandwidth Charter Business delivers at the relatively low price they charge is spectacular!"