

Charter Business Case Study

Post-Secondary Education Assistance Corporation

Case Study

Based in Birmingham, Alabama, PEAC (Post-Secondary Education Assistance Corporation) works with private and public colleges and universities, post-secondary students, institutions, lenders and related organizations to provide a variety of services to help match students with schools, finance college degrees, and improve numerous aspects of the college experience. PEAC has grown since they opened their doors in 1992, and like many businesses, they have added new services and lines of business to their organization. Today PEAC operates three divisions to handle loan management default prevention, financial aid assistance, lead qualification, business office services, and admission and retention, services to name just a few.



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Mike Taylor

Systems Administrator for CARS

The challenge

Because so much of PEAC’s work is centered around fast-paced communication, they needed a robust, reliable network that could handle fluctuating demand with no downtime. Unfortunately, PEAC’s network began experiencing an unacceptable level of outages. Mike Taylor, Systems Administrator for CARS (Collegiate Admission and Retention Solutions, a division of PEAC) explained that, “When your business depends on phone and internet connections working, there is no acceptable failure rate. So last year we began looking for a second supplier to provide redundancy for outages.”

The solution

Charter Business submitted a proposal to become a second provider for PEAC/CARS, which was accepted. “We’re a technology company and we really needed a provider that would be responsive to our changing needs and who shared our dedication to excellent service,” said Taylor. Charter Business then built a fiber connection to the facility from Charter’s fiber backbone, providing two Voice Trunk T1-PRI lines that initially included a 40,000-minute long-distance package, a 20 Mbps large-business

internet circuit and even TV service. Since then, CARS has increased its long-distance package to 200,000 minutes and anticipates switching over more of its business to Charter Business as existing agreements expire.

Charter Business rates A+ in reliability exam

In the first three months that Charter Business began providing service to PEAC/CARS, there were no outages or problems of any kind. "Our main provider had some type of outage 76 times during that same period," said Taylor. "That's a big difference between the two companies and really demonstrated to me that Charter Business's claims about exceptional reliability weren't just empty promises."

Business Bundle brings extra credit

"I had originally contacted Charter Business to just provide TV service," recounted Taylor. "The account executive told me that Charter Business offers sophisticated enterprise-level phone and internet services, and said he thought he could propose a package that would meet all my requirements. I said, 'fine, let's give it a try.' We're now using Charter Business for phone, internet and TV, and it's extremely cost effective and convenient."



"The Charter Business engineers and account executives even worked with me after hours when that was needed. I really like working with a national company that has local resources close by when I need them."

Mike Taylor

Customer responsiveness garners great grades

Taylor expressed his surprise at how easy it was to successfully connect to the Charter Business fiber and coaxial (for TV) network. "The Charter Business engineers and account executives even worked with me after-hours when that was needed. I really like working with a national company that has local resources close by when I need them," summarized Taylor. In addition to local service technicians and account representatives, Charter Business provides a dedicated network operations center with 24/7/365 business support.

Charter Business delivers "big company" advantages with "small company" service

When asked if Taylor would recommend Charter Business to other businesses, he said he already has! "It was outrageous — in a good way — how accommodating Charter Business was in listening to what my needs were and building the network exactly to my specs. The people at Charter Business are very easy to deal with. It's like dealing with a small company, but they're big!"

As PEAC/CARS continues to use cutting-edge technology to help college students, universities, and colleges achieve their goals and dreams, Charter Business is providing the fiber services, support, and expertise to help them realize that success.