

Circuit Solution Success Story

Energizing Sales and Service



Challenge

- Frustrating daily network outages
- Unresponsive ISP technical support
- Loss of sales and service revenue

Solution

- A new Internet, Wi-Fi, and voice bundle
- 1G fiber-based connectivity
- Faster speeds and always-on connection

Results

- Reliable connectivity 24/7/365
- Greater access and availability to customers
- No more missed sales and service calls

The Challenge: Staying Up and Running

Your Reliable Connection in Power Distribution

For over 20 years, Circuit Solution, Inc. has served contractors, distributors, and individuals with electrical equipment sales, repairs, and the procurement of replacement parts. Whether dealing with aging and faulty power distribution equipment or extending the life of existing electrical gear, Circuit Solution is the go-to specialty product source. Providing such essential equipment to its customers (enabling them to, literally, keep the lights on) means communication interruptions and network outages are not an option.

“As a ‘mom-and-pop’ shop with a simple business model, our need was very straightforward,” relates Mark Dinubilo, Operations Manager for Circuit Solution. “We needed an Internet service provider (ISP) that could connect us to the Internet and keep us connected. And this was not happening.”

For some time, the company had been confronting severe reliability problems with its coax-based phone lines and standard-speed Internet service, provided by a national Tier 1 carrier. Key business functions, such as parts research, sales, service requests, and payment processing, were all beginning to suffer. “We were routinely missing phone calls for parts and repair requests online,” recalls Dinubilo. “And in our business, this means direct loss of sales. Everything would come to a screeching halt.”

So, when fiber-optic connectivity arrived to the area, and an Astound representative paid a visit to the company, Circuit Solution leapt at the chance to switch ISPs, signing on for voice and Internet. “We were fed up. And the timing was just so right.”

The Solution: Connecting at the Speed of Fiber

Astound connected Circuit Solution to a 1G fiber-optic line right across the street, and equipped the company with a new Business Class Internet (BCI), Wi-Fi, and voice bundle from Astound Business Solutions. “We were kept aware of every step of installation as they brought the line in,” notes Dinubilo, “and everything went pretty much as they explained it would occur, and well within the window they presented.”

Today, according to Dinubilo, “the team is thrilled. We had no work disruptions bringing the line into the building. Nothing. And even on the day of installation, the transition was easy-breezy. We’ve been up and running uninterrupted ever since.”

“One of the beautiful things about Astound,” says Dinubilo, “is whenever I need anything, service- or question-wise, they’re always there, ready with answers and able to help. You guys have outdone yourselves. You have a happy customer out here!”

The Result: “Getting on, staying on, and running a business.”

For Circuit Solution, high network dependability is not a luxury; it’s a necessity. If its customers lose power, they literally shut down. So, ensuring 24-hour access to the sales and service teams is an absolute must. If customers can’t connect when they need to, they simply go elsewhere. “We need to be available—period—on and after hours,” Dinubilo points out.

I don’t think we’ve had a single outage since we switched, not in phone or Internet service. And understand, I’m coming from the perspective of having at least one outage every week.” “So now—wow! Talk about being reliable. I don’t think we’ve had a single outage since we switched, not in phone... outage every week.” Despite not needing the 24/7/365 customer service... always there and available.

For information about how Astound Business Solutions can help your enterprise drive greater success, [contact your local representative.](#)