

QWEST CONTROL

"I like Qwest Control a lot. I use it to change the routing on toll-free lines very quickly and easily. I've never experienced a wait time when I call Qwest, but it's nice to know that if I need to put in a trouble ticket, I can just do it easily online," said Taylor.

SCALABILITY AND COMPREHENSIVE SERVICES

"Looking ahead, we'll be adding more sites, spending more minutes, and expanding our international services. We know Qwest is ready to support us with more T-1s and a wide range of other services to help make it easy for all of our clients to reach us. Currently, we're previewing Qwest's audio and Web conferencing services for potential future uses," said Taylor.

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QWEST SOLUTIONS FEATURING:

Qwest® Long Distance

Case Study:



3E COMPANY

CUSTOMER:

3E Company
www.3ecompany.com

BUSINESS CHALLENGE:

3E Company's previous long-distance carrier sold 3E's contract for inbound and outbound services to a smaller telecommunications provider. 3E immediately experienced problems, according to Toni Taylor, Senior Telecom Engineer. Customer service was poor. "And we actually had an outage, and that is a worst-case scenario in a 7 x 24 emergency call center," said Taylor.

SOLUTION:

Qwest provides all of the inbound and outbound toll-free service, dedicated and switched, for 3E Company's 24/7 emergency call center, five offices, and 25 remote employee home offices across the U.S. 3E is also using Qwest Control® for online billing and reporting, Qwest calling cards, Qwest international toll-free service, and emergency re-routing of calls to alternate destinations.

BENEFITS AND RESULTS:

- Added T-1 lines enabled 3E to nearly double call capacity to meet growing demand
- Redundancy plan eliminates outages, vital for emergency call center
- No repair tickets opened since system was implemented in 2006
- High reliability enables rapid response to incoming calls by the 3E emergency operations center
- Qwest "one stop shop" with wide range of services saves time and resources for 3E
- Cap on monthly recurring charges for toll free numbers provides savings on an ongoing basis
- Dedicated local account team ensures that any problems are addressed rapidly
- Qwest Control makes it easy for users to manage the service online, such as changing the routing of toll-free lines for redundancy

3E Company was founded in 1988 to solve environmental problems, and established a reputation for 24/7 service and personal customer attention. Today, the privately held company has evolved into the leading provider of Environmental Health & Safety (EH&S) regulatory and compliance information services. From its headquarters in Carlsbad, CA and additional facilities in Bethesda, MD, Kingsport, TN, and Copenhagen, Denmark, 3E provides a comprehensive suite of services that address the entire lifecycle of chemicals from research and development to proper disposal of hazardous waste.

The 3E HazMat Mission Control Center in Carlsbad is staffed by professionals with extensive experience in hazardous materials. Clients can call this center toll free, any time of day or night. "Our clients may call in with a medical situation or other emergency involving hazardous materials, so we see ourselves like a '911' center. If calls couldn't get through, it could damage our reputation and their confidence in our ability to keep them safe," said Toni Taylor, Senior Telecom Engineer, 3E Company.



FACING THE CHALLENGES

When 3E Company's long-distance carrier sold the 3E contract to a much smaller provider, the company immediately experienced problems, according to Taylor.

"We actually had an outage, and that is a worst-case scenario in a 7 x 24 emergency call center. The customer service was also very poor. Meanwhile, our call center was booming with calls, and we were close to going over the capacity of our three T-1s. With five sites plus 25 remote home offices and a critical need for redundancy, we were way beyond what a mom-and-pop telecom shop could handle. We're using between 500,000 and 800,000 long-distance minutes a month. So we began to send out RFPs for a new long-distance carrier," Taylor explained.

"Keeping our clients safe is our number one priority, so an outage in our emergency response center would be devastating. Qwest has all the services we need and provides a superior redundancy plan. I haven't had to open a repair ticket since the installation. Plus, the great Qwest people have really impressed me. Our local Qwest account team has taken the time to understand our business, and I know exactly where to find them if I need help."

—Toni Taylor, Senior Telecom Engineer

PROVIDING A SUCCESSFUL SOLUTION

"No other provider even came close to how Qwest responded to our RFP," noted Taylor. "One example was percent allocation routing, or enhanced toll-free routing. Qwest knew what it was and how to implement it. A lot of carriers, including major carriers, were unable to address that, or required a big-dollar contract for that service. The Qwest team just said 'Oh yeah, we do that. No problem; no big deal. Standard feature.' Qwest clearly knew what they were doing, and they were completely accommodating," she said.

"We did check references, and Qwest was highly recommended. Last, but definitely not least, their price was really competitive," Taylor noted.

Qwest provides all of the inbound and outbound toll-free service, dedicated and switched, for 3E Company's 24/7 emergency call center. Six dedicated Qwest voice T-1 lines, three running over fiber and three over copper, serve the main 3E call center site. There is additional switched traffic on single T-1s at other 3E sites, and 3E is also using Qwest Control® for online billing and reporting, Qwest calling cards, and Qwest international toll-free service.

DELIVERING RESULTS

"Qwest took a careful look at our RFP and addressed every single one of our concerns with a solution," said Taylor. Today, Qwest is meeting the full range of 3E's long distance needs, and providing the following significant benefits:

RELIABILITY

Because client safety is the highest priority for the 3E emergency operations center, reliability is critical. "I'm enjoying the high reliability of the system design, the Qwest service, and the Qwest support team. With Qwest, I don't worry about outages," said Taylor.

SUPERIOR CUSTOMER SERVICE

"Qwest bends over backwards to make my job easier. We have the subaccount billing and online reporting we requested, and if I tell the team about something we need, they have it. With our support from Qwest and other partners, including TeleProviders and Agility Resources, it's a one-stop shop for our needs, and that's a huge benefit," said Taylor.

REDUNDANCY

"Qwest supported all of our requirements for redundancy. We needed a SONET ring into our facility from two separate points. We've got six dedicated voice T-1s, three running over fiber, three running over copper. Each of these two groups is running out of a different switch coming from a different city. It's completely redundant and our business can survive if one switch in one of these cities or one point on the SONET would fail. We have enhanced toll free, so at all times, a percentage of our traffic is routing over a second long-distance carrier for redundancy. Qwest is delivering automatic number identification (ANI), and we have D channels on our T-1s as well as redundant D channels," Taylor explained.

(Continued on back cover)