

Great Plains Communications Finds Value in One-Stop Support

About

Based in Blair, NE, Great Plains Communications is the largest Nebraska-owned telecommunications provider and links 90+ Nebraska communities to the rest of the world through the most advanced telecommunications and broadband Internet services available in the Midwest. Employing more than 200 Nebraskans, their service portfolio includes state-of-the-art telephone, broadband Internet, and cable television services.

Great Plains and SecurityCoverage, Inc. began their successful partnership in early 2006. Great Plains has offered several of SecurityCoverage's legacy Internet security products throughout the years, and now offers the Tech Home bundles.

Problem

To meet the rising demands of their customers and continue to grow their business, Great Plains was faced with the challenge of trying to manage an increasing number of internal projects while closely monitoring expenses. Each new project represented additional customer support dependencies that required managing multiple support systems and three different ticketing systems, further adding to the challenge.

“We chose SecurityCoverage not only because of their competitive price, but because of their well versed technical background, flexibility in coverage hours, robust tracking and their ability to meet our customized requirements. We sent them our supporting documentation to bring them up-to-speed on our projects along with our expectations and they were able to quickly jump in and get started - they really went above and beyond.”

Mike Huggenberger, Senior Director, Technology and Engineering Services, Great Plains Communications

Solution

Great Plains wanted to maintain the high level of service their customers expect, but had no desire to add additional internal resources. In order to meet this goal, they needed to look at outside help with an excellent track record of success. Great Plains made the decision to partner with an external Help Desk Support provider that they were already doing business with: SecurityCoverage.

Partner

Great Plains
Communications



Industry

Cable/Telecommunications/Broadband

Results

- Implemented Help Desk Support to Help Manage an Increasing Number of Internal Projects and Manage Expenses.

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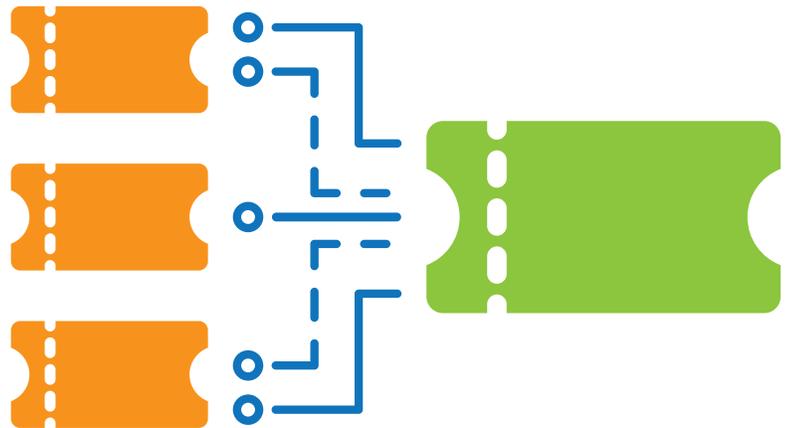


Results

With a streamlined implementation process, the transition to SecurityCoverage's TotalTech Support (Help Desk Support) was seamless and within the established timeline. The reporting, tracking and escalation system is tailored to Great Plains high standards. For Great Plains Communications that meant the ability to keep a pulse on daily events, customize trouble tickets and utilize interfacing systems for ticket integrity.

SecurityCoverage's TotalTech Support gives real-time access into day-to-day activity through its Partner Portal where an ISP can view tickets as well as utilize matrix tools to pinpoint commonalities.

Great Plains was able to move from three separate ticketing systems to one.



“SecurityCoverage does a great job for us. I’ve received rave reviews both internally and from our subscribers. They’ve allowed us to move from three separate ticketing systems to one, freeing up resources and allowing us to focus on core projects. SecurityCoverage continues to provide the stellar customer service that we expect our subscribers to receive.”

Mike Huggenberger, Senior Director, Technology and Engineering Services, Great Plains Communications

About SecurityCoverage

SecurityCoverage, Inc. is a leading provider of mobile and desktop security software, data protection, file backup and technical support services. Founded in 2003 with a clear mission to simplify the use of technology and provide world class customer service, we remain relentlessly dedicated to protecting consumer devices and personal data. Today, over 350 partners from diverse markets like telecommunications, broadband, cable, mobile, retail and warranty help SecurityCoverage achieve its mission for consumers everywhere.

Learn more at www.securitycoverage.com.