

# CC Communications Meets Business Demand By Bundling Tech Office With Firewall

## About

Based in Fallon, Nevada, CC Communications provides high-speed Internet access, digital television, telephone service and home/business security monitoring to over 4,000 customers. Their dedication to providing quality communications services and taking care of their customers dates back to 1889. CC Communications provides fiber-to-the-home access for 70% of Churchill County, NV. In fact, there are current plans to make fiber-to-the-home access available to 98% of the county with a \$40 million plus investment.

The company motto is “Broadband and So Much More” and their experienced staff of over 55 employees deliver on it daily.

## Problem

While CC Communications had been offering managed services to their business customers with some success, they realized the program could become even stronger. They uncovered that many of the businesses they talked to were looking for endpoint security, but especially needed tech and server support. The staff at CC Communications started to research endpoint security and premium support options that would best fit their managed services suite.

***“SecurityCoverage is an extension of our staff. We think of them as our technology partner, and with their help we are able to offer world-class support to our customers here in Fallon, Nevada!”***

Elizabeth Orozco, Managed Services Supervisor, CC Communications

## Solution

After researching security and support options, SecurityCoverage stood out in both areas and their Tech Office program was the logical choice. The staff at CC Communications started bundling Tech Office with their firewall product in April of 2018. This added considerable value to an already strong offering. Powerful endpoint security, one terabyte of file backup, a password manager, mobile device protection and 24/7/365 technical & server support made for an attractive bundle with the firewall. CC Communications offers their Enhanced Unified Threat Management solution to business customers in three different plans: Basic, Basic Plus and Pro. With the help of SecurityCoverage, a sales plan, marketing campaign and an on-site installation technician, CC Communications was positioned for success.

## Partner



CC Communications

## Problem

Strengthen managed services offering

## Solution

Bundled Tech Office to add endpoint security and world-class tech support

## Results

- Increased ARPU and profit margin
- Improved business sales
- Increased satisfaction among business customers

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## Results

Once CC Communications added Tech Office to their firewall bundle they quickly began to see positive results. Investing in marketing and sales of the product, as well as technician training helped create a successful launch. Their technician works with SecurityCoverage's Tech Office coordinator to ensure a smooth and efficient onboarding experience for customers.

Within the first nine months of launch, they have successfully sold nearly 25 businesses their Enhanced Unified Threat Management program. Their typical business customers range from 3-8 seats with a few being slightly larger. Average revenue per user and profit margin have increased and business customers who use the product are extremely satisfied. World-class service and effective security at an affordable rate has resonated well with customers and strengthened loyalty!

## Marketing Materials Used



**Secure your business from cyber attacks.**  
Protect your data and operate with confidence

Maintaining a technology solution to protect your data day in and day out is critical to your operation. With CC Communications managed security suite for business, you'll get the multi-layer approach to threat management you need to keep your customers and business secure.

Our Enhanced Unified Threat Management PRO security solution provides enterprise-grade protection including:

- Install/Setup Assistance
- Firewall and Wi-Fi router with Comprehensive Gateway Security Software
- Next Generation Anti-Virus (NGAV)
- 24/7/365 Technical & Server Support
- Mobile Device Coverage
- Proactive Remote Monitoring & Management
- 1 Terabyte Data Backup
- Password Protection Software

Call today for your free network consultation or visit: [ccomm.com](http://ccomm.com)

**CC Communications** (775) 423-7171 | [ccomm.net](http://ccomm.net)



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*“This has been a successful product for us, but more importantly, it has been a successful solution for our business customers!”*

Elizabeth Orozco, Managed Services Supervisor, CC Communications

## About SecurityCoverage

SecurityCoverage, Inc. is a leading provider of mobile and desktop security software, data protection, file backup, help desk and premium technical support. 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 tech 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](http://www.securitycoverage.com).