

Fiber Internet Access supports high-speed growth for Vaspian

New York-based hosted telephony provider Vaspian sets the bar high with VoIP reliability and quality service-level agreements. Widespread availability of a fiber network supports rapid growth and national expansion, while local access to network engineers work to enhance Vaspian's ability to customize vertical-market solutions.

Founded in 2004, Vaspian combines application development expertise with the flexibility, speed and reliability of its network to provide hosted Voice over IP (VoIP) solutions for small businesses.

Vice President of Business Development Greg Schreiber says "Vaspian's success rides on the quality of its Internet connectivity. That's why, since 2009, Vaspian has relied on Fiber Internet Access (FIA) service from Spectrum Enterprise."

Using network reliability to edge our competitors

Now running at a speed of 200 Mbps, the FIA circuit sharpens Vaspian's edge in a crowded field. "A lot of competitors offer VoIP

services and hosted solutions. But they put customers up on any old Internet connection," Schreiber says, which results in dropped calls and poor quality faxes. He adds, "We don't have those issues running VOIP across a Spectrum Enterprise network."

Access to locally based engineering expertise

Schreiber also sees a major advantage in the level of support available from Spectrum Enterprise Sales Engineers. Unlike other providers where Schreiber feels the engineers are "hidden" in consolidated national locations, he can connect with his local team in Buffalo and "have a real engineering conversation."

Local engineering support from Spectrum Enterprise enhances Vaspian's agility in configuring circuits and providing small business customers with innovative solutions.

"Our partnership with Spectrum Enterprise gives us the ability to offer things that nobody else in the market can."

- Greg Schreiber



Greg Schreiber, Vice President of Business Development, Vaspian

Client profile



Company

Vaspian

Industry

Telecommunications

Services

Fiber Internet Access (FIA)

CASE STUDY FIBER INTERNET ACCESS SUPPORTS HIGH-SPEED GROWTH FOR VASPIAN

This engineering support becomes especially important now that Vaspian is laser-focused on vertical markets. From call-handling for medical practices to call-recording to help collection agencies achieve compliance, Vaspian has been able to develop a wealth of new features and functionality in these specialized markets. “And,” Schreiber says, “all this happens on a Spectrum Enterprise network.”

Network availability supports national expansion

In addition to the high-bandwidth capacity of the FIA circuit, the widespread availability of a fiber network has become crucial to Vaspian’s growth. Spectrum Enterprise has that high availability, wherever Vaspian customers are located in the upstate New York market.

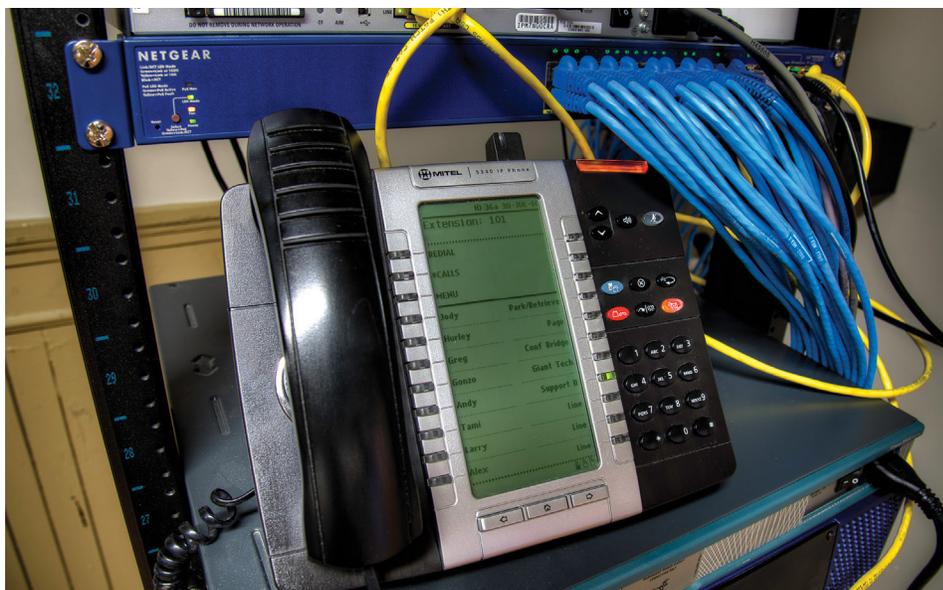
The fact that the Spectrum Enterprise network connects businesses in major metropolitan areas across a national network is also supporting Vaspian’s expansion far beyond its regional market.

Sharing a vision for creating high-value solutions

Schreiber feels that Spectrum Enterprise shares Vaspian’s customer focus. The partnership enables Vaspian to leverage the Spectrum Enterprise high-capacity fiber

“We’re running VoIP over the Spectrum Enterprise network. It runs clean. Even fax service — which is even more sensitive than voice — works exceptionally.”

— Greg Schreiber



With Spectrum Enterprise FIA, Vaspian provides business customers with state-of-the-art communications solutions.

Internet service to create advanced phone solutions that work for small businesses that lack IT expertise.

As an example, Schreiber recalls a recent charity telethon. “They [Vaspian’s customer] brought in 4,900 calls, including 1,000 in the last hour. They had 140 phones and 24 credit card processing terminals, too. It was quite a testament to both our products.”

As the market for hosted solutions soars, Vaspian continues to leverage their partnership with Spectrum Enterprise, giving them an advantage over their competitors — and an edge for their customers.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America’s largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise’s industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.

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