



## **CASE STUDY: Broadband Aggregation for security monitoring firm with nation-wide customer base**

EnTelegent's partner is a leader in protective services. They help companies of all sizes achieve superior security results.

Remote security monitoring of retail locations is one of the services in their suite of customer solutions. The partner can monitor and act upon incidents in real-time. A combination of smart technology and their security expertise creates unprecedented efficiency to help protect customer facilities 24/7.



### **EnTelegent's broadband aggregation navigates the challenges of broadband and cable internet**

Internet connectivity is critical for the delivery of this service. The partner relies on multiple internet connections (broadband and LTE typically) in order to deliver the reliability and video/audio quality needed to support remote security.

Like most multi-state companies, EnTelegent's partner had difficulty determining what internet options existed in the areas where new customers or sites were being added. There are dozens of broadband internet service providers throughout the US. Each has its own unique menu of speeds, terms, and prices. Even the largest and best-known broadband network operators cover small areas of the nation.

Their challenge extended beyond simply finding who serves the area and what was offered. Like many customers, delays were encountered and difficulty arose because broadband services are not ubiquitous in carrier's areas. Many addresses require construction costs, or turn out to be non-serviceable.

EnTelegent had the knowledge, systems, and know-how to help our partner navigate these challenges.

# ENTELEGENT

## SOLUTIONS

Entelegant's quoting system provides the pricing, speed, and term options for each site. These results can include cable internet, DSL, fiber plus, business fiber, copper, fixed wireless and other types. In most cases, Entelegant also provides a prequalification result for each address. This helps the security firm make informed decisions about service feasibility at each site.

Broadband Internet is very popular with enterprise clients because it offers higher speeds at lower monthly rates. Broadband also brings its own challenges with the ordering process, construction issues, site surveys and right-of-entry requirements, to name a few. Entelegant is well-versed in these areas and helps our partner navigate challenges as they arise. Entelegant can "re-flow" orders to find alternative options that may exist if the primary choice proves undeliverable.

Entelegant's broadband aggregation service helps its clients reach their end user sites with the best internet access solution. In addition, EnTelegent can proactively monitor and manage the internet connections (and attached customer premise equipment) as desired to drive uptime and faster mean time to repair. Our proactive monitoring and remediation services are cost effective and ensure maximum uptime for the site.