

Case Study: Delta Corporate Services



Delta Corporate Services counts on VoDa Networks to keep its office and mobile consultants in constant communication.

Delta Corporate Services is a management and information systems consulting company whose clients include Fortune 500 companies and U.S. government agencies. Headquartered in Parsippany, NJ, Delta also has offices in Virginia and Texas and has nearly 150 technology consultant's onsite with clients at any given time.

Internal Systems Manager Anthony Ciucci was new on the job at Delta when he first encountered VoDa Network's founder and CEO, Mike Berg in 2002. As he tells the story, Ciucci was in the middle of upgrading a network infrastructure with his incumbent carrier. Unfortunately, the carrier was not meeting his needs. To make matters worse, he received the unwanted news that his ISP was going out of business. Bottom line, he had 60 days to make other arrangements for Internet access and secure VPN's for Delta's four locations.

With the clock ticking, Ciucci researched the telecom market for a company that not only carried a large portfolio of flexible data services, but more importantly, could be trusted for a long term relationship, and Berg's name came up on numerous occasions, he recalls. "We count on our network for everything," Ciucci says, "so the situation was critical. For obvious reasons, we couldn't afford an interruption of service."

Working closely with Ciucci on Delta's network requirements, Berg and his team performed an immediate deep-dive. "Berg along with his IT staff quickly got acclimated to our diverse network", said Ciucci.

"Delta's year after year growth means we must consistently monitor and manage our IT and telecom environment. We service mission critical clients such as Government agencies which require their vendors to possess the latest in IT services and solutions. And tight security, high performance and flexibility are a must."

"At a crucial moment, VoDa came through for us and did so with one week to spare!!! We truly appreciated their all-hands-on-deck approach in our time of need."

Accomplishing that service migration under pressure was a bonding experience. "Communication is critical to Delta's extremely mobile workforce and for the last seven years," Ciucci says, "Delta has relied on VoDa Networks to keep our voice, data, internet and video flowing smoothly throughout its operations."

"VoDa Networks is all about service. They meet all our network needs 24/7."

*Anthony Ciucci
Internal Systems Manager
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VoDa Networks. Engineered for Your Business

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Long-term Savings

Over the years since their first project, Ciucci has turned to Berg whenever he needed advice on his networking requirements. "He is always available to me and effectively explains the benefits and drawbacks associated with any type of new services. He understands that these are critical decisions that require a certain amount of time to consider."

At this point Ciucci estimates his network infrastructure has been through at least three evolutionary leaps forward assisted by VoDa's highly experienced support staff. "Cut-over's are never fun," Ciucci says, "but, with the VoDa team, we are confident that the job will get done properly and on time."

Once the Internet connections, VPN's and firewalls were secured at all of Delta's locations, the next project for VoDa was to upgrade the phone system which, according to Ciucci was coming near to shelf life. Again, Delta understands the value of spending money in their own backyard to maintain their consistent high level of serve to their clients.

The money involved to keep the existing PBX's working and or to upgrade did not make financial sense. "We had four different systems and could not perform basic functions such as transferring a client's inbound call to a different location to better service their specific needs. Even simply calling from office to office was a long distance call. A large part of our monthly voice expenditure was directly attributed to our inter-office calling throughout the day, each and every day."

Acting as Delta's advocate, Berg drew on his extensive knowledge of the telecom market, and used the resources of Voda's sister company, Datatel Group as well. DataTel's team are experts in this field and were able to consult, recommend, design, and install all new systems for Delta's locations that met all of Ciucci's priorities.

"Berg's recommendation of deploying a new system that was cutting-edge and not bleeding-edge was important to us," Ciucci says. "We needed a communications system we could count on. We deployed a state-of-the art hybrid-digital IP/PBX across the board. To further streamline our telecom services, we installed all new VoDa Networks digital PRI T-1 circuits, along with an IP gateway, for inter-office connectivity."

"Now all calls between Delta locations are simply an extension away and are absolutely free, cutting Delta's overall phone costs by half. His team also designed rate tables for least cost routing; so many long distance calls are now rated as local calls, further driving down our monthly voice expenditure."

"Our new voice PRI's also allow us to streamline our in and outbound calling traffic. We also utilize the unified messaging feature to reduce our paper expense related to faxing. We also experienced a 35% savings on our voice services."

With the money Delta was saving on phone charges it was able to continue upgrades to its voice and data network with managed routers to improve the reliability and integrity of virtual private network (VPN) connections.

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Vendor Independent

Because VoDa Networks is vendor independent, it's able to draw on its understanding of network technology and search among more than 50 blue chip telecommunications carriers to find the right one for each client. And in the end, a Voda client gets a single bill, with a single point of contact.

As important as the good deals Berg finds for him, Ciucci says, is having Berg available as a trusted advisor when networking issues come up...and they always do.

"We'll run something by him and get a project plan together," Ciucci says. "He does whatever it takes. And he's not afraid to say, 'We don't offer that service', and will recommend someone who does. Mike has a lot of integrity," Ciucci adds. "I've gone to him with different scenarios, and even if he sells it, if it is not the right solution, he'll advise against it. We've gone through four providers with him as we grew and expanded. Any decisions he's influenced us on have always worked out well."

Most recently VoDa Networks upgraded Delta's network with Multi Protocol Label Switching (MPLS) service that provides the high transmission quality required for video conferencing between all locations. Now besides saving money on network infrastructure and connection fees, VoDa Networks is saving Delta money on travel between locations which the video conferencing capability has made significantly less necessary. With the current economy and soaring gas prices, less travel is an added plus for any business. Plus we have leveraged the new MPLS network for voice and data applications. We effectively worked with VoDa's engineers to design the proper balance of our applications.

"Technology is always changing," Ciucci says, "so you need someone who is watching the telecom market all the time. Mike always knows how to find the best deals for us. He also knows how to do things right so we don't end up doing them over and over again."

VoDa also supports all the technology it installs. "VoDa is there for us," Ciucci says. "Berg's even developed a customized emergency contingency plan for us in case our phones go down. VoDa Networks is all about service. They meet all our network needs 24/7."

VoDa Networks Your Network, Your Way.™

VoDa Networks is a leading provider of standalone and bundled telecom services with a focus on the rapidly changing needs of business. VoDa has partnered with market leaders to offer a range of products including, Broadband Solutions, Multiple Location Solutions, Network Security, VoIP and traditional Voice Service, and Hosting Services. With headquarters in New York, VoDa provides nationwide and global service with a single point of contact and a single bill.

More information about VoDa Networks is available at <http://www.VoDaNetworks.net>.

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