



select • connect • protect®

MANAGED BROADBAND SERVICE

Broadband in the United States is delivered by a patchwork of ISPs. Through an extensive network of wholesale relationships, s2s offers its corporate customers one of the largest aggregated Broadband and telecom footprints in North America. Transport types include:

xDSL • Cable • Fiber • T1 • EOC and EOF • WWAN and WLAN

IN ADDITION TO CIRCUIT CONNECTIVITY, s2s DELIVERS A THREE-TIERED MANAGED SERVICE WHICH INCLUDES:

1 Serviceability Check, Installation, Turn-Up and Testing

Dedicated project management for transport serviceability options and selection, field installation, circuit activation and service verification

2 24x7x365 Circuit Monitoring and Cloud-Based Management Tools

Circuit monitoring and fault management (proactive and reactive options) provided by “follow-the-sun”, Global Operations Center staffed by Broadband-centric trouble resolution experts; cloud-based, customer-facing dashboard and management portal, including individual circuit status and network KPIs

3 Change Management, Life-Cycle Support, Invoice Audit & Consolidation

Dedicated project management for all circuit change requests (move/add/upgrade/disconnect); monthly financial audit of third-party invoices for quality assurance and removal of improper charges; consolidation into a single customer-facing invoice

KELLY SERVICES

Temporary Staffing/Workforce Solutions

Broadband as Higher-Speed, Cost-Effective Alternative to MPLS at 500+ Branch Offices



Kelly Services had high-priced MPLS transport deployed at hundreds of branch offices and determined that Broadband would offer higher data transmission speeds at a fraction of the cost. At the same time, Kelly recognized that Broadband would not carry “five nines” reliability and the SLAs of an MPLS network. Therefore, Kelly needed a strategic vendor who could both (1) quickly and efficiently manage the installation of a Broadband network at hundreds of branch locations across the United States and, (2) post-installation, proactively monitor and manage that new network and perform circuit fault management, as necessary. Further, due to the nature of the staffing industry (constant opening and closing of branch offices), Kelly also needed a provider who could adeptly and swiftly provision (and de-provision) transport in response to business need.

“s2s came to us when we were beyond frustrated with what was then our current provider. s2s took charge, got up to speed and completed our projects that had been waiting for months previously. The communication and response time with s2s is what makes them stand head and shoulders above the rest! We are extremely comfortable with our s2s team and know that they work alongside Kelly Services as a partner to complete our installs.

We couldn't be happier that they are our service providers and more importantly, our partners!

— Global Infrastructure Network & Telephony Team

s2scommunications.com

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