



Feldco relies on Access One to keep them up and running

Feldco began in 1953 and is still family owned, operated and well known for replacement windows. The Midwest's leading home renewal company, Feldco provides customers with the best-rated replacement windows, and is a leader in providing custom window, siding and door solutions at factory direct prices.

Feldco

Industry:
Consumer Services

Location:
Chicago, IL

Website:
4feldco.com

Customer since:
2008

Current Services:

- Dedicated Internet Access
- Ethernet IP connection at HQ
- Ethernet IP connection with collocation cabinet
- Full cabinet of collocation
- PRI local dedicated voice circuits

“AccessOne’s data center facility and personal attention by the staff give Feldco the peace of mind that our systems are up and running, secure and supported 24 hours a day.”

Eytan Dallal
Director of IT
Feldco Factory Direct, LLC.

Growth Opportunity

Utilize a new data center to avoid system downtime

Feldco originally had their data center located at their headquarters, which served as the central hub for all remote sites. Having experienced brownouts, blackouts and complete dependence on a third-party to restore power, this existing setup was not sustainable. System uptime is critical to their productivity and bottom line, and any interruption to their central hub renders the system inaccessible to all other sites and impacts their call center.

Solution

Access One, with help from Feldco’s internal IT, created a network with collocation and an additional IP connection located outside outage affected area

The top features Feldco required from a new data center included ample power, bandwidth, security and support. From a technical perspective they found several companies that met these requirements, however when they factored in additional variables, Access One clearly stood out. Feldco felt only Access One was able to provide personal attention, an immaculate, well-planned facility, complete organization of the business, and attention to every detail.

Results

Support

Access One account representative maintained constant communication with Feldco before, during and after the transition

Expertise

Experienced Access One technicians loaded all equipment swiftly and carefully overnight

Efficiency

The data center was “up and running” the next day without interruption to business

Security

In June 2010, a power outage occurred triggering the data center’s disaster recovery system. Data remained secure and no one at Feldo was aware the outage even happened.



access one

Connecting Chicago Businesses to the World

Access One is a privately held telecommunications provider that strives to be the preferred choice for high-quality voice, data, Internet, and managed services. They are committed to providing highly functional and cost effective solutions to forward thinking, growing businesses. For more information, visit www.accessoneinc.com