

## DATA CLEAN

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– Rich Hill, President, Data Clean Corporation

### The Challenge

- ▶ Employees located in five offices across the U.S. needed to be connected
- ▶ Field staff needed to get online when in the office
- ▶ Aging phone equipment was in need of replacement
- ▶ Employees frequently complained about slow connectivity
- ▶ MPLS network initially solved office connectivity issues, however Internet access became “wildly bursty” and circuits were not bi-directional

### The Solution

- ▶ Hosted Voice from MegaPath gave employees a consistent, high-quality phone system across all locations, while simplifying vendor management
- ▶ Fiber and Ethernet over Copper replaced DSL at larger offices for added throughput and redundancy
- ▶ Replaced MPLS network with SD-WAN to resolve bandwidth inconsistency

### The Result

- ▶ Phone system works well and IT can manage everything remotely, which could never have been done with POTS lines
- ▶ MegaPath services are now a “ubiquitous utility” they no longer have to think about
- ▶ Field staff and guests can now easily get online in any office

### Out With The Old, In With The New

Data Clean is headquartered near Chicago, IL, with two additional sales and service offices in Elmsford, NY, and Anaheim, CA, and two smaller service depots in San Antonio, TX, and Newark, CA. The company also has independent licensees in the United States and worldwide.

In 2013, Data Clean’s President and Co-Owner, Rich Hill, was dealing with perennial complaints about slow connectivity speeds attributed to bandwidth. At the same time, the company’s traditional POTS phone equipment was at its end of life. Hill wanted to upgrade his data network while transitioning the company to Voice over IP (VoIP). Because the quality of VoIP service goes hand in hand with the reliability of the Internet connection, Hill knew he wanted to get both services from one provider to avoid finger pointing should any issues arise.



With over 35 years of experience, Data Clean maintains thousands of facilities around the world. Data Clean specifically serves critical environments such as datacom environments, computer rooms, laboratories, and cleanrooms. Data Clean has been setting the standard for critical environment maintenance since 1979.

Data Clean is USA based and headquartered in Des Plaines, Illinois, a suburb of Chicago. It has full service branches across the U.S. and licensee offices worldwide.



“I knew if we were going to run VoIP on top of our Internet pipe, we’d be better off working with one vendor. I didn’t want providers pointing fingers at each other if we had a problem,” recalled Hill, who met with MegaPath and discussed implementing Hosted Voice over an MPLS network. “MegaPath checked the boxes for the services we needed and the economics.”

## Moving to a Cloud-based Phone System is a Success

In 2013, Data Clean implemented MegaPath Hosted Voice across its five main office locations. As a result, employees benefit from dozens of mobility and calling features including Call Forwarding, Find-Me/Follow-Me, and Voicemail Transcribed as Email. The Voice Manager portal also lets employees make and receive phone calls, change routing, and turn features on or off using any desktop browser or their smartphone. Hill can also easily make changes to the corporate account, chat with support, and add users and phones across all of his locations within the MegaPath Customer Portal. “The MegaPath phones work great and we’re able to manage everything remotely which we could never do with our old POTS service,” said Hill.

## The Evolution of the Network: From MPLS to SD-WAN

At the same time, Data Clean implemented an MPLS network solution that initially delivered the consistent bandwidth performance the company needed. However, in early 2016, MegaPath sold its MPLS network infrastructure to another service provider. Not long after that, his Internet access became “wildly bursty” according to Hill. While still the single vendor for Data Clean’s services, MegaPath’s ability to provide the same level of support for the MPLS network changed. With Data Clean’s service contract up for renewal, Hill started exploring alternative providers. Around that time, MegaPath introduced a new network service that was growing in popularity called SD-WAN.

After talking to other providers, Data Clean opted to stay with MegaPath and migrate from MPLS to SD-WAN. “Other providers literally would not offer a bundled package,” recalled Hill. “Providers that sold networks, couldn’t sell phones, and vice versa. MegaPath offered the whole package and they also do all the heavy lifting. The carriers have a myriad of provisioning systems, all with wildly different processes, and MegaPath takes care of all of it.”

SD-WAN gave Data Clean the ability to deploy redundant, bi-directional Internet circuits for around the same cost as their MPLS service. “The SD-WAN network performs great. We were also able to replace DSL with Ethernet over Copper and Fiber at our larger offices,” said Hill.

## Managed WiFi Gives Employees a “Big Company” Feel

While moving to SD-WAN, Hill wanted to include a guest network and put corporate protection in place. “MegaPath Managed WiFi gives our field staff and visitors secure Internet access without jumping on our corporate network,” recalled Hill. “Employees can also access the corporate network at any office using the same credentials. It feels like we work at a big company because everything works like it’s supposed to.”

## A Ubiquitous Utility You Don’t Have to Worry About

Today, Hill doesn’t have to think twice about his voice or data network. “Network performance has become a non-issue,” said Hill. “MegaPath has become a ubiquitous utility that we take for granted. We don’t have to think about it. It’s like a light switch. It turns on and it does what I need it to do.”

## The MegaPath Advantage

### Complete Service Portfolio, Available Nationwide

MegaPath’s award-winning, nationwide service portfolio includes Voice, Unified Communications, SD-WAN, WiFi, and Internet services

### Unbeatable Expertise

MegaPath has been serving businesses with innovative communications services since 1996.

### Dedicated Project Management

A Dedicated Project Manager serves as your main contact throughout the installation process, overseeing equipment and service installation from start to finish.

### 100% U.S.-Based Expert Technical Support

Our knowledgeable experts respond quickly and efficiently 24/7 from our geo-redundant support centers in Seattle, WA and Herndon, VA.