

MCMC, LLC CASE STUDY

“As we’ve grown over the past five years, they helped us save money and have given great support and services. Now that we have 450 employees and are pushing \$70 million, I hope they will be with us the rest of the way.”

– Rich Pappa, CIO, MCMC, LLC

The Challenge

- ▶ Connect multiple offices across the country, plus teleworkers
- ▶ Minimize administrative and system maintenance hassles
- ▶ Work with reliable partners to help support their growing business and technology needs

The Solution

- ▶ MegaPath’s wide range of voice and data solutions provide connectivity options for any situation
- ▶ As they expire, MCMC, LLC is upgrading all of their PBXs to MegaPath Hosted Voice
- ▶ MegaPath’s comprehensive service portfolio and exceptional customer support have provided MCMC, LLC with the partnership they need to continue to grow

The Result

- ▶ Reliable and affordable data, including MegaPath 10x10 Mbps Business Ethernet
- ▶ A 50% reduction in monthly costs thanks to a reduction in maintenance and long distance
- ▶ “They really build a relationship, without pressure or false expectations, and work to help customers get to the next level.” Rich Pappa, CIO



MCMC, LLC provides customized managed care, medical bill review, and integrated service programs. In 2004, MCMC had about 100 employees and two locations in Boston, MA and Bethesda, MD. That year they introduced a new technology-focused 5-year plan that relied heavily on MegaPath and other vendors to help them grow. Now they have 450 employees and are committed to rolling out MegaPath at all of their 14 locations across the country as older voice and data contracts expire.

Affordable, Reliable Data

Every time they need an Internet connection, MCMC can easily find the right bandwidth at the right price point with MegaPath's full range of ADSL, T1, Bonded T1 and Business Ethernet solutions.

MCMC has been particularly delighted with MegaPath's affordable high bandwidth Business Ethernet service, such as a 10 Mbps connection for only twice what they had been paying for a 3 Mbps Bonded T1.

More Savings with Hosted Voice

As PBX contracts run out, MCMC is gradually moving all their offices to MegaPath Hosted Voice, thus eliminating the need for on-site maintenance and introducing more flexible features with easier web based management.

With MegaPath Hosted Voice, MCMC has consistently saved 20-50% on start-up costs compared to competitor quotes. They've also cut month-to-month costs up to 50%, primarily because of savings on long distance.

Focus on Simplicity and Partnership

MegaPath's comprehensive service portfolio and exceptional customer support have given MCMC the peace of mind to choose a single provider for all of their voice and data purchases.

"If you want to grow with a vendor, pick MegaPath," says CIO Rich Pappa. "They really build a relationship, without pressure or false expectations, and work to help customers get to the next level."

The MegaPath Advantage

Complete Service Portfolio

We offer a full range of business voice, data, security, and hosted IT services.

Superior Voice Quality

Our voice network achieves 99.999 percent availability, providing customers with the highest level of reliability in the industry.

Proven Expertise

We've been serving businesses with innovative communications services since 1996.

Experienced Customer Support

Our knowledgeable technical experts respond quickly and efficiently 24/7/365.