

## TECHMEDICS CASE STUDY

**“We are customer-facing. When our clients have a problem, it becomes our problem. MegaPath staffs for 24/7/365 partner support with Tier 2 and Tier 3 experts, not Tier 1. They’ll trouble shoot right away for a quick fix. We’d rather work with a true partner like MegaPath.”**

– James Moon, Co-Founder, Techmedics

### The Challenge

---

- ▶ Transition Techmedics broadband services from T1 to Ethernet over Copper (EoC)
- ▶ Keep pricing highly competitive for voice/data exchanges and transactions
- ▶ Find partner to help resolve all communications issues quickly via round-the-clock expertise

### The Solution

---

- ▶ Nation’s largest EoC network now reaches millions of businesses with symmetrical speeds up to 45 Mbps
- ▶ National calling plan features fixed price for unlimited connections

### The Result

---

- ▶ Customers saving 50 percent on bandwidth costs with the EoC rollout
- ▶ MegaPath EoC allows for bundling of lines to create fastest communications anywhere
- ▶ Unlimited national calls for one affordable price helps Techmedics’ clients as they expand



Moon served as a network administrator for a major utility in Los Angeles when he realized that standardization of IT made a lot of sense.

“We had 25 different network administrators for 25 different departments,” he says. “I was given the responsibility to stabilize our IT infrastructure, to set up standards for operating systems and network operations. At the same time, I started Techmedics as really just a side business for whenever my family and friends had a tech situation that I could address.” It grew from there, and Moon and fellow co-founder Helen Kim launched Techmedics as a full-fledged company in 1999.

Based in downtown Los Angeles, Techmedics specializes in comprehensive, proactive IT Solutions - including network management, server/desktop support, phone/video conferencing solutions, managed services and more.

### Setting a Standard

---

Techmedics always seeks to standardize solutions, to get top-quality, manageable communications at a competitive price. Over the years, it has transitioned from SDSL to T1 and, now, EoC. “Our clients are law offices, healthcare businesses and architecture firms,” Moon says. “They have many remote users in the field. They need fast upload speeds in addition to downloading capabilities. MegaPath offers the kind of bandwidth they’re looking for.”

### Growth Plan

---

Many of Techmedics’ customers are growing from small businesses to mid-sized. In addition to high-speed bandwidth, they require a phone payment plan that doesn’t put them “on the meter.” Thanks to fixed pricing from MegaPath, they can make as many domestic calls as they like at a consistent, affordable cost. “All phone communications are bundled through MegaPath,” Moon says. “If we encounter any issues, their staff can eliminate them far, far faster than any other provider we’ve worked with.”

### Quick Turnover

---

Installation time is cut in half – or more. Jobs that once took a month are now taking two weeks, and sometimes just one. “It’s a very straightforward process,” Moon says. “MegaPath engineers work very closely with me and my customers to make sure all deadlines are met.”

### The MegaPath Advantage

#### Built for Speed

MegaPath now operates the largest Ethernet over Copper (EoC) network in the U.S., doubling bandwidth at half the cost of a T1. Among the top 50 major metro markets now connected: Los Angeles, New York, Washington, D.C., Chicago, Dallas, Miami, and San Francisco.

#### Conversation Starter

You don’t want to limit your sales teams with a pay-by-the-minute approach to phone services, do you? MegaPath’s fixed-price plan allows for unlimited domestic calls.

#### Hired Guns

MegaPath experts swiftly address and resolve phone/network issues. When you call, you won’t need to leave a message with an automated answering system. You’ll get a live, human being ready to connect you with a skilled technician who can troubleshoot your problem – and make it go away.