



“Taking the time to build a customer relationship allowed me to determine their communication needs, their growth goals and their future plans to find a custom solution that could meet those objectives and expand quickly if needed,” Herral said.

Customer solution provided by...

Billy Herral: Lumos Networks Account Executive

Statewide law firm links multiple business sites with Metro Ethernet

A statewide law firm with branches in Charleston, WV and Beckley, WV upgraded their T-1's in 2009 with Lumos Networks Metro Ethernet when advised to network the two offices together. One host site allowed the law firm to maintain one server and save money on the centralization of software licenses.

As the law firm managed these two locations and hired more attorneys, their need for bandwidth became more important than ever. More of their day to day activities were completed electronically than in the past such as transferring medical records and filing legal paper work. As a law firm specializing in personal injury, wrongful death and Supplemental Security Income, network security was also a critical factor due to the magnitude of personal client information they were dealing with.

Law firm chooses security, scalability and redundancy

As a customer since 2002, this law firm was very familiar with our robust fiber network so when they evaluated networking solutions they understood the advantages of having all of their offices networked together. Increasing bandwidth would allow each office to be more productive between locations. Because our unique footprint accommodated all of their locations, we were able to provide them a solution in a timely manner, compared to other providers.

The customer also considered our network redundancy and demonstrated confidence in our ring topology to ensure the connectivity they needed. As they look ahead to the future, the scalability of our Metro Ethernet solution allows the law firm to accelerate port speeds and Internet bandwidth within hours, not days, as they increase locations, attorneys and work load.

Herral offers creative temporary solution to firm's new location

We are currently installing Metro Ethernet in their brand new Morgantown, WV location. Tying this new office into their existing network posed a few challenges because of build times. Their office lease was signed immediately before the new office was scheduled to start business. To offer an effective temporary solution in this short time frame, Craig Drinkhall, Lumos Networks Vice President Product Management and Engineering and I worked with communications partners to ensure the customer had services when they needed them, while we installed their Metro Ethernet product.

“Overcoming the challenges they faced by implementing communications solutions in such a short period of time resulted in a rewarding experience. Thinking outside the normal realm of possibilities helped find the answers that worked best for this customer,” Herral said. Our entire team, all the way up to the executives worked diligently to develop the right solution for them. I take pride knowing all of our customers receive this same treatment and attention. We own every customer experience.