Dependable Express delivers everything from online orders for retailers like Target and Pier 1, to oil rig equipment and life-saving medical devices. On every delivery, the company is committed to making sure those goods arrive safely, cost-effectively and in time to make a difference.

Dependable Express has excelled at meeting this commitment from the moment Shelly and Jason Miller started the business from their home back in 2002. Today, the Millers have 30 employees, 100 drivers, and critical-parts storage and distribution warehouses in San Antonio and Austin.

And at the core of it all, Dependable Express relies on Fiber Internet Access (FIA) and SIP Trunking service—from Spectrum Enterprise to deliver excellent customer service to its customers.

**Delivering mission-critical connectivity**

Dependable Express first partnered with Spectrum Enterprise in 2009 when the Millers installed Internet service to handle rapid growth in online customer interactions and to provide the reliable, high-speed bandwidth for using Internet-based business tools. In 2015, they upgraded to a dedicated fiber-optic FIA circuit that delivers high-speed Internet bandwidth.

As an example of the critical role Spectrum Enterprise connectivity plays in their business, Shelly notes that all 100 drivers access cloud-based logistics apps while dispatchers check GPS updates every few minutes to stay proactive in helping them stay efficient and avoid delays.

Shelly says “Spectrum Enterprise’s fast, reliable FIA is mission critical. We can’t be down.”

**Worry-free reliability for both voice and data**

“We love TWCBC (TWCBC is now Spectrum Enterprise),” Shelly says. “They spend the time to learn our needs and then recommend voice and data products that fit our business…we trust them.” So, in 2015 when Shelly and Jason

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**Measures of Success:**

- Reliability of fiber-based voice and data communications in supporting the highest degree of professionalism, cost-efficiency and service to customers
- Ability to add bandwidth and calling capacity quickly as the business grows
- High-speed connectivity for accessing logistics tools in the cloud
- Strategic business continuity features helping to insure we stay connected to our customers at all times

**Client Profile:**

- **Company:** Dependable Express
- **Industry:** Courier delivery and critical-parts storage/distribution
- **Services:** Fiber Internet Access (FIA), SIP Trunking

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“People say, ‘we love Dependable... you have great service, and we don’t have to go through a bunch of red tape.’ We feel the same way with TWCBC (TWCBC is now Spectrum Enterprise). …We get individual attention you normally don’t get through a corporation.”

—Shelly Miller
were purchasing an additional warehouse, they trusted Spectrum Enterprise’s recommendation to upgrade to fiber-based 10 Mbps symmetrical FIA service. In addition, to take advantage of an all IP-based communications infrastructure, they recently purchased an IP PBX and switched to Spectrum Enterprise SIP Trunking service for their voice needs.

The Millers also love the fact that Spectrum Enterprise SIP Trunking service comes with its own bandwidth so no matter how busy their phones are, their Spectrum Enterprise data bandwidth is never compromised.

**Greater flexibility at lower cost**

Before switching to Spectrum Enterprise SIP Trunking service, the Millers paid for a voice service provider plus a back up provider to ensure redundancy. SIP Trunking supports the convergence of separate voice and data networks, which helps businesses like Dependable Express cut costs by consolidating operational staff, reducing equipment needs and purchasing only the amount of calling capacity they require. “Now,” Shelly says, “we’ve got something reliable with TWCBC, and we actually save money.”

In addition to reliable dial tone, Spectrum Enterprise’s SIP Trunking service allows Dependable Express to add to its current 24 call paths incrementally as needed. Plus, the additional calling capacity is added quickly. “This is great,” Shelly notes, “because as our business grows, we don’t have to wait for another physical phone line to be installed.”

**A strategic advantage for business continuity**

Adding SIP Trunking service gives the Millers the quality and reliability they have come to expect from Spectrum Enterprise, as well as the added benefit of business continuity features like alternate routing and call overflow.

Spectrum Enterprise SIP Trunking service can be configured so that if there were ever a fiber cut or PBX failure, inbound calls could be re-routed automatically to another telephone number and, once service is restored, automatically return call traffic to the primary destination.

Through the Spectrum Enterprise Trunk Services Portal, Dependable Express can easily control these features anytime, anywhere and use the on-line call detail reporting features to control their calling costs.

**A right-sized solution that is ready to grow**

Spectrum Enterprise offers Dependable Express a voice and data solution that is designed for the long term. Because it is IP-based and delivered over Spectrum Enterprise’s own fiber based network, the Spectrum Enterprise solution is cost effective today, while offering plenty of room to grow. That’s important since expansion is key to the company’s future. Right now, for example, the Millers are positioning Dependable Express as a major distribution channel for San Antonio and Austin.

As the company evolves, the Millers know they will encounter challenges. But, Jason says, “We have a great resource in TWCBC.” They can continue to rely on their Spectrum Enterprise account team to help set the industry standard for professionalism, quality and dependability.

**About Spectrum Enterprise**

Spectrum Enterprise, a division of Charter Communications, is a national provider of scalable, fiber-based technology solutions serving many of America’s largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes Internet access, Ethernet access and networks, Voice and TV solutions extending to Managed IT solutions, including Application, Cloud Infrastructure and Managed Hosting Services offered by its affiliate, Navisite®. Our industry-leading team of experts works closely with clients to achieve greater business success by providing these right fit solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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