

# Fiber-based services strengthen a company's key differentiator: reliability

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 voice from Spectrum Enterprise to deliver excellent service to its customers.

*“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 Spectrum Enterprise. We get individual attention you normally don’t get through a corporation.”*

—Shelly Miller

## Delivering mission-critical connectivity

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

As an example of the critical role 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 maintain efficiency and avoid delays.

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

## Worry-free reliability for both voice and data

“We love 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 were purchasing an additional warehouse, they trusted Spectrum Enterprise’s recommendation to upgrade to 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 for their voice needs.



Shelly Miller, Owner; Jason Miller, President  
Clients since 2009

### Client profile



#### Company

Dependable Express

#### Industry

Courier Delivery and Critical-Parts Storage/Distribution

#### Services

Fiber Internet Access, SIP Trunking

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

#### **Greater flexibility at lower cost**

Before switching to SIP Trunking, the Millers paid for a voice service provider plus a backup provider to ensure redundancy. Today, 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 Spectrum Enterprise, and we actually save money."

In addition to reliable dial tone, SIP Trunking 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 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.

*"I know I can call my Spectrum Enterprise team, tell them what I'm dealing with, and they have a solution for me the same day. And the solutions that they've already put in place allow us to make that growth with minimal effort."*

—Jason Miller



Spectrum Enterprise FIA and SIP Trunking help keep Dependable Express in touch with customers even in the event of a service outage.

Plus, the 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 Admin Portal, Dependable Express can easily control these features anytime, anywhere, and use the online 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 a fiber-based network, the 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 Spectrum Enterprise." They can continue to rely on their account team to help set the industry standard for professionalism, quality and dependability.

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#### **About Spectrum Enterprise**

Spectrum Enterprise, a part 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 networking and managed services solutions, including Internet access, Ethernet and Managed Network Services, Voice and TV solutions, Managed Application, Cloud Infrastructure and Managed Hosting Services. Our industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](http://enterprise.spectrum.com).

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