

CKL ENGINEERS

DESIGN A SUSTAINABLE FUTURE WITH COMCAST BUSINESS



Growing Design Engineering Firm Improves Internal and External Collaboration with Business Internet, Business VoiceEdge™, and Business TV

WOMAN-RUN CIVIL ENGINEERING FIRM FOCUSED ON SUSTAINABILITY

CKL Engineers is a professional civil engineering consulting company based in Chicago. Founded in 2009 by Mae Cheri Whiteside, the minority woman-owned firm employs 14 engineers that provide design engineering services for architecture/engineering firms. It also consults for projects in sustainable transportation design, road and airport construction management, and erosion control engineering and inspection services, and has plans to open a utilities division in the near future.

NEW OFFICE SPACE PRESENTS OPPORTUNITY TO UPGRADE SERVICES

CKL Engineers started as a one-woman business with the mission to preserve resources during construction projects with sustainable engineering practices and designs. Today, the 14-person firm manages multiple projects at once, and is heavily dependent on the Internet to facilitate collaboration and project management. CKL Engineers send bandwidth-intensive drawings, photos, reports, and plans – all of which can range in size from a few kilobytes to large multi-megabyte files – back and forth to track and communicate the status of projects.

Initially, employees relied on a wireless connection to enable Internet access for laptops and tablets. However, the connection proved to be very slow and would time-out when employees attempted to upload or transmit large design files and even when loading client and local agency webpages. CKL Engineers would lose hours of productivity waiting for a strong Internet signal to resume work, which inhibited communication and slowed progress. The firm knew it needed a reliable Internet service, and a move into a new office space presented the right opportunity to establish a connection.

“When I picked up the keys for my new office, I knew the first thing I needed to do was call a reliable service provider that would help my business flourish,” said Mae Cheri Whiteside, founder and principal, CKL Engineers. “I wanted to be able to run my business easily and efficiently and what I was using for Internet previously was not at all suitable for a growing business.”

CKL Engineers also wanted to add TV services and a centralized voice service so clients and partners had one number to dial. Importantly, the firm wanted to give employees the ability to make and receive calls on an office phone line, rather than having them rely on their personal mobile devices while in the office or working remotely in the field.

SITUATION

- Chicago-based civil engineering firm with a focus on sustainability
- 14 employees
- Minority woman-owned and run business

CHALLENGE

- Slow Internet and limited bandwidth for file transfers and downloads
- No voice service to keep employees connected to clients
- No television service to stay up-to-date on industry news

SOLUTION

- Comcast Business Internet
- Comcast Business VoiceEdge™
- Comcast Business TV

RESULTS

- 100 Mbps Business Internet service
- Fast file transfer, uploads and downloads
- Cloud-based voice services and unified communications system with call forwarding
- Cable television for timely news updates
- Excellent customer service

COMCAST BUSINESS INTERNET, VOICE, AND TELEVISION SERVICES HELP CKL ENGINEERS DESIGN A FRAMEWORK FOR SUCCESS

After considering various options, CKL Engineers chose Comcast Business to provide Internet, voice, and television services to its new office space. The firm selected Comcast Business because of its reputation for reliability, speed, and outstanding customer service.

“At home, I use Comcast residential services. In all the years I’ve used them, I have not had issues with my Internet connection. So, when it came time to choose a provider for my business, I didn’t need to think twice,” said Whiteside. “Not only is the service great, but customer service is unparalleled.”

Comcast Business installed a 100 Megabit per second (Mbps) Business Internet connection at CKL Engineers, and employees experienced the benefits immediately. CKL Engineers can now send, receive, upload, and download files, such as photos, proposals, and design plans, of any size with no delay.

Added Whiteside, “There’s nothing like a scalable broadband Internet connection for reliable service, and that’s what Comcast Business provides.”

Instead of opting for a traditional voice service, CKL Engineers deployed Comcast Business VoiceEdge, a cloud-based voice and unified communications system, which requires no capital investment in phones. Advanced features like call forwarding allow the firm to send incoming calls to employee cellphones when they’re out in the field so they never miss an important client – or business-related call. With Comcast Business TV, CKL Engineers can stay up-to-date with news on construction or transportation laws as they are broadcast, which helps the firm to stay current with requirements or issues that may affect the business.

“My business is like my baby and I wasn’t going to put its daily operations into the hands of just any service provider. I chose Comcast Business because they have been a trustworthy provider and without them, I would not be able to run my business as well,” said Whiteside.

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- Mae Cheri Whiteside
Founder
CKL Engineers