

# SPECIALIZED COMPUTER SOLUTIONS STREAMLINES SMALL BUSINESS IT SERVICE DELIVERY WITH COMCAST BUSINESS



IT and Cloud Service Provider Relies on Comcast Business Data, Voice, and Video Services to Provide a Seamless Client Experience

## BOUTIQUE IT CONSULTING FIRM FOR SMALL AND MEDIUM-SIZED BUSINESSES

Specialized Computer Solutions, Inc. (SCS) is a boutique IT and cloud services provider based in Grand Rapids, Michigan. Founded in 2000, the company currently employs 15 IT professionals and services more than 110 small and medium businesses across various industries. SCS supports its customers with cloud computing solutions, strategic information and communications technology (ICT) planning, outsourced IT services, website design and hosting, and software application development.

“We are a boutique IT consultancy with a highly dedicated and knowledgeable staff. We provide our clients with the resources they need to get their IT services up and their businesses running profitably,” said Chris Pelon, president and founder of SCS.

## SLOW INTERNET HINDERS CLIENT SUPPORT AND EMPLOYEE PRODUCTIVITY

To run its own business, and provide one-stop IT and managed services to its customers, SCS relied on a 5 Megabit per second (Mbps) symmetric DSL (SDSL) Internet connection. But with the business growing, and the need for employees to simultaneously service multiple clients, the 5 Mbps connection had become too slow for their needs. The often overburdened network made it difficult for employees to consistently communicate with clients, and for staff to remotely access client servers or devices.

“We need a reliable, fast service provider to help our clients,” said Pelon.

SCS realized it needed a capacity upgrade to improve their customer experience. It also wanted to add more advanced voice services to improve communication between employees and clients, and a TV service for the office.

## WITH COMCAST BUSINESS' SERVICES, SCS INCREASES EFFICIENCY AND IMPROVES THE CLIENT EXPERIENCE

After researching many service providers, SCS chose Comcast Business to provide Internet, voice, and television services to its business because of its reliability, value, quality services, and proactive customer service.

“There is no single benefit to using Comcast Business services,” concluded Pelon. “It’s the totality of everything – speed, price, reliability, quality, and the people we work with – that’s what makes this such an amazing, lasting relationship.”

## SITUATION

- IT and cloud service provider based in Grand Rapids, Michigan
- Provides IT solutions for small and medium businesses

## CHALLENGE

- Limited DSL speed and scalability inhibits communication and ability to perform remote IT services
- No voice services for client communication

## SOLUTION

- Comcast Business Internet
- Comcast Business Phone
- Comcast Business TV

## RESULTS

- 50 Mbps Business Internet service
- Voice services for client communication
- Television to stay up-to-date on news, events, weather

Comcast Business installed a 50 Mbps Business Internet connection at SCS headquarters, providing a tenfold increase in speed, which improved daily operations almost immediately. Employees now enjoy faster speeds and more capacity, which makes it easier to communicate internally and externally on website projects, application development projects, and ICT strategies and plans. It also gives staff the ability to consistently and seamlessly access clients' servers and devices remotely to provide managed IT services and emergency support.

Comcast Business also installed Business TV in SCS's conference room and added Business Phone services to improve communication between employees and clients.

"Comcast Business works hard to ensure that we receive a seamless experience, good value, and quality service from beginning to end," said Pelon. "We don't just use Comcast Business services, but we confidently recommend them to our clients because we know that they will receive a consistent, reliable service that they can depend on."

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