

WEAVERTOWN ENVIRONMENTAL GROUP CLEANS UP ITS NETWORK WITH COMCAST BUSINESS

COMCAST
BUSINESS

ETHERNET NETWORK SERVICE, DEDICATED INTERNET AND COMCAST BUSINESS VOICEEDGE™ BRING CRITICAL MANAGEMENT SOLUTIONS TO CUSTOMERS ACROSS FIVE STATES

Pennsylvania-based Environmental Company Offers Unparalleled Service Quality and Results

Since its inception in 1981, the Weavertown Environmental Group (WEG) has set the standard for environmental services companies by doing work the right way, with the right equipment and the right staff. From emergency clean-ups and towing to asbestos removal, site remediation and daily industrial challenges, the organization is regarded as one of the best full-service environmental companies in the Mid-Atlantic region.

With its corporate headquarters in Carnegie, Pennsylvania, the WEG also has locations in other parts of the state, as well as in Ohio, West Virginia, Kentucky and Texas. The organization assisted approximately 100 customers in 2016, providing its services 24 hours a day and 365 days a year, with no outsourcing or subcontracting.

“For more than 30 years, we have worked to build a strong family business focused on two simple goals: to be a great employer to our staff and a great service provider to our customers,” said Taylor Ford, IT administrator for the Weavertown Environmental Group. “Staying connected to our employees through technology is absolutely essential in ensuring that both of those mission statements are met.”

Reliable Phone and Internet Critical to Keep Operations Running Smoothly

With more than 150 staff working on time-sensitive and oftentimes dangerous assignments, the WEG understands how important it is for each of its employees to be connected to the company regardless of location, time of day or weather conditions.

However, it was becoming increasingly difficult for the company to manage daily operations. Business-critical applications like construction accounting software, truck diagnostics solutions and internal collaboration tools were hard to access due to a slow Internet connection, while inconsistent phone service made it a challenge to handle important customer calls. Additionally, offices across multiple states were unable to communicate and share files with each other, which was negatively impacting all aspects of daily business operations.

“We needed an Internet and phone solution that we could count on, just as our customers count on us to do the job right,” continued Ford. “What we previously had just wasn’t cutting it.”

SITUATION

- Widely respected consulting and environmental services company
- Locations across five states
- Decades of experience in highly specialized fields

CHALLENGE

- Difficulty accessing industry-specific applications due to unreliable Internet connection
- Poor phone service frequently dropped important customer calls

SOLUTION

- Comcast Business Ethernet Network Service
- Comcast Business Ethernet Dedicated Internet
- Comcast Business VoiceEdge™

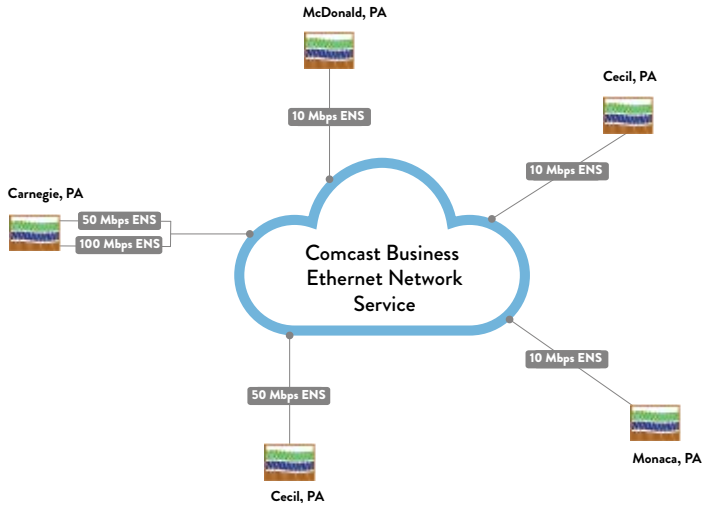
RESULTS

- Faster and more reliable Internet ensures file access for employees when needed
- Call clarity and easy-to-use phone services keep company connected

Comcast Business Delivers Customized Ethernet and Voice Solutions to Keep Teams Connected

After comparing multiple service providers, the WEG chose Comcast Business for its fiber capabilities and competitive pricing, as well as for its ability to upgrade the capacity of its existing network. Comcast Business installed a five-site Ethernet Network Service that connected Pennsylvania-based sites in McDonald and Cecil to WEG’s headquarters in Carnegie. With network capacity of up to 250 Mbps, this mesh network allows employees across all five locations to easily share important files and emails both quickly and securely. An additional 100 Mbps Ethernet Dedicated Internet line allows all staff to quickly access the logistics software, collaboration tools and accounting programs needed for day-to-day operations, providing a much-needed improvement in speed and performance.

The WEG also installed 75 seats of Comcast Business VoiceEdge™, a unified communications solution that avoids the overhead of traditional PBX hardware while also providing a dedicated line for crystal clear voice capabilities. Since the system is managed in the cloud, software and feature updates are done automatically and can be quickly deployed across all network sites, which is particularly useful for organizations like the WEG that have multiple locations and are looking to expand.



“We moved to Comcast Business because we needed greater network capacity at a competitive price point. Our new services give us exactly that, along with customer service that can’t be beat,” concluded Ford. “Upgrading our Internet and phone services has made us a faster and more agile organization, which allows us to meet the needs of our customers even better than before.”

“Upgrading our Internet and phone services has made us a faster and more agile organization, which allows us to meet the needs of our customers even better than before.”

- Taylor Ford
IT Administrator
Weavertown Environmental Group
