

ENABLING SUCCESSFUL EXPANSION WITH PROVEN CUSTOMER SERVICE

If you spend almost 20 years working in technology, you're bound to see a great deal of change. Just ask Kelly Grant, MIS Director and Facility Security Officer at EC Company, an established electrical services and industrial engine distributor headquartered in Portland, Oregon with offices scattered across the Western U.S.

"When I joined EC Company, we had four locations and relationships with four separate network service providers," Kelly recalls, "One of my first tasks was to consolidate our network services under one provider so we could realize greater operational efficiencies." That's how the relationship began with Electric Lightwave. As EC Company expanded with new branches, Kelly relied on Electric Lightwave to connect each new office.

Unrivaled Network – Density and availability of the network played an integral role in EC Company's growth. As Kelly explains, "Call it serendipitous, but every time we opened a new office in a new city, it was in Electric Lightwave's footprint. We always chose them whenever they were an option, as they had built a reputation with us for delivering reliable and consistent services every time."

"For close to twenty years, Electric Lightwave has been there for us, helping us stay connected and remain ahead of the technology curve."

Kelly Grant, MIS Director, EC Company

Differentiated Customer Support – EC Company is focused on providing their customers with superior service and knowing they can depend on Electric Lightwave is even more valued. Kelly explains, "Our relationship with Electric Lightwave has gotten to the point where I have absolute confidence that they will do the job right the first time, every time. And if a problem arises, my account manager is usually the one to notice it before I do and come to me with a solution. As someone who always has too much to do, I appreciate having one less thing to worry about. You can't do that unless you have built a foundation of trust over time."

Enterprise-Grade Solutions – A reliable network and a trusted partner relationship are only part of the story. Keeping abreast of the latest network technologies is a priority for Kelly as he understands how outdated technology might hinder the company's long-term growth plans. "My account manager has always proactively shared information about the latest technologies that could position us for future success." It was this approach that led Kelly to adopt fiber before many other companies had even considered it, enabling EC Company to better provision new services and scale its network to easily meet increased demand.

EC Company can look to the future confidently knowing that Electric Lightwave is committed to delivering the technology and unsurpassed customer service they need for success.

CUSTOMER PROFILE



www.e-c-co.com

EC Company offers electrical construction, power and service solutions. They are the largest privately held electrical contractor in the northwest.

Solution

IP/MPLS VPN Solutions, SIP Trunking,
100 MB Internet

"Electric Lightwave has been a foundational part of our growth for nearly two decades- they are a partner committed to our success."

Kelly Grant,
MIS Director, EC Company

ABOUT ELECTRIC LIGHTWAVE™

Electric Lightwave™, an Integra company, serves as a trusted network infrastructure partner to enterprises, government agencies and carriers in select markets throughout the western United States. We combine dense metro and intercity fiber assets, enterprise-grade network solutions, including Ethernet, Wavelengths and IP, with a highly responsive and easy to do business with approach. Electric Lightwave offers a premium service experience to match our premium network infrastructure solutions.

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