

CASE STUDY

A Trusted Partnership That Delivered When Timing Mattered

OVERVIEW

DELIVERING UNDER PRESSURE THROUGH A TRUSTED INTERNET PARTNERSHIP

A premium Managed Service Provider (MSP) and IT consulting firm headquartered in Rockville, Maryland faced a critical timeline challenge securing both primary and failover internet connectivity for a client project in the middle of New York City. Turning to OneVoice Communications as a trusted ISP partner, a primary and failover full-scale network solution was completed ahead of schedule meeting the client's critical deadline. Circuit delivery stress was eliminated through communication, professionalism, and transparent timeline updates strengthening a valuable vendor relationship.

CHALLENGES

The MSP faced a tight deadline when their client was suddenly required to relocate to a new office space and needed both primary and failover internet connectivity provisioned on a short timeline. Coordinating multiple carriers, vendors, site surveys, and installation schedules presented significant logistical challenges and put the project's timeline at risk.



TIMELINE

Required complete primary and failover connectivity before deadline.



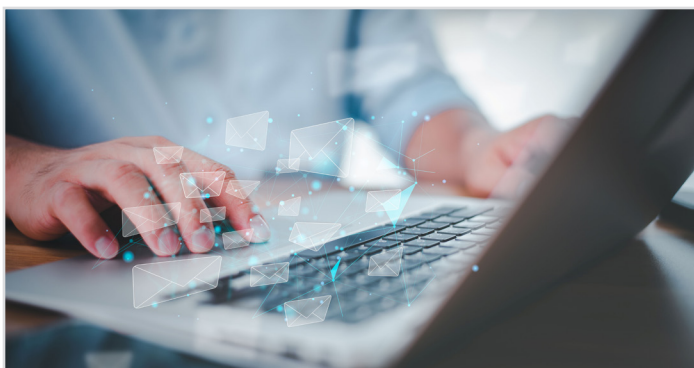
OPTIONS

Required network diversity for redundancy.



LOCATION

The project was located in Manhattan.



IMPACT

The collaborative deployment yielded immediate dividends for all three stakeholders:

- **On-Time Delivery:** The primary and backup networks were fully operational before the client's hard deadline.
- **Elevated Reputation:** The seamless execution made the MSP look exceptional in the eyes of their client, proving they can deliver necessary results.
- **End-User Satisfaction:** The client received a highly reliable, redundant network architecture with zero friction during the installation process.
- **A Strengthened Alliance:** The project validated the immense value of a trusted, responsive vendor ecosystem.

Phone & Internet Solutions

- Business internet, dedicated internet and business network services
- Cloud-based business phone solutions designed for reliability and simplicity
- Scalable designs that support growth and uptime
- Clean documentation aligned with MSP workflows

RESULTS

With OneVoice as a trusted partner, the MSP was able to quickly secure circuit quotes, establish clear delivery timelines, coordinate all stakeholders, oversee installations, and ensure on-time activation of services, delivering a seamless transition that would have been far more difficult to achieve without an experienced connectivity partner managing the process.



Built for MSP Collaboration

A strong telecom/technology partner acts as an extension of the team, supporting project goals without competing for core services or client relationships. They respect MSP ownership of the customer connection and operate with transparency and trust. The MSP decides how they show up—whether client-facing, co-branded, or behind the scenes. The right partner will consistently deliver a customer-first experience that reflects your standards. OneVoice follows this model, ensuring both the MSP and its clients receive the same value our company was built on.

