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CUSTOMER TESTIMONIAL

ViaWest NOC staff goes above and beyond to resolve a complex customer issue

ViaWest Customer Story

"I have been a ViaWest customer for about 5 years now. I have also been a customer at numerous other data centers throughout the country. I have great friendships with the guys at ViaWest and respect their knowledge and ability, which is one reason we continue to stay. Last Spring, I was on vacation and started receiving pages concerning the Ethernet connection going down. I wasn't too concerned, as we have some redundancy built in to mitigate that kind of issue. But after about thirty minutes, the technician informed me that everything should be up and running by this point. I informed him that it was not. He immediately contacted Shane Stewart, ViaWest Network Engineer, who was in charge of the switch change out. One minute later, had he and Shane on the line asking questions about my issue.

I explained the problem to Shane. We discussed some options and he offered to rollback the change that had caused my issue. But, ultimately, we decided to solve the problem instead of postpone it. I checked the switch and realized that on the ViaWest side everything was working, but on the side hosted by another data center, they were not working. At this point I told Shane I appreciated his help but I would probably have to call the other data center. After waiting about ten minutes for the other data center to get to my ticket, I received a call back from Shane at the ViaWest NOC. He asked me to check to see if my connection was working now. It was.

Shane was able to mitigate the other data center's problem on my port on the ViaWest side. From the errors he saw being thrown, he was able to figure out how to fix my issue. This was a great relief to me being able to return to my vacation and not having to worry about the problem any more.

"...we really appreciate the depth of technical knowledge and commitment to customer service exhibited on an ongoing basis by the ViaWest team.

It makes a big difference in how well we all sleep at night knowing that the site is located in a data center run by consummate professionals."

-Brian Hansen, General Manager, Footnote.com / iArchives

Shane obviously went above and beyond the call of duty. The problem resided on a switch in a different data center with a different company. Shane had every reason to pack up and go home with his maintenance resolved. But he decided to look a little deeper and was able to solve the problem before the other data center even had the ticket opened. I just wanted to inform you and I hope that you continue to encourage that type

of customer service in your employees, the type of service and dedication I have come to appreciate from nearly all ViaWest employees I come in contact with."

-Jake Hathaway, Senior Engineer, Footnote.com / iArchives

WHY VIAWEST

ViaWest is one of the largest privately held data center service providers in North America. We provide colocation, hosting, and managed services to businesses of all sizes nationwide. ViaWest owns and operates 22 enterprise-class data center facilities in Colorado, Texas, Oregon, Utah, and Nevada, delivering high-quality, flexible solutions designed to support customers' unique business needs. ViaWest customers include Frontier Airlines, Red Robin, Chipotle, and Northrop Grumman. Visit www.viawest.com or call 1-877-448-9378.