

# Mutual of Enumclaw

## Case Study

### Carol Pierce, Telecom Administrator at Mutual of Enumclaw, Shares Why They Switched to Netstar

I was originally told to contact Tony by our carrier's representative, because Netstar could help us read through the contracts and deal with all the details of a new service. I figured that Netstar must have been doing something right if the carriers were even recommending Netstar to their customers!

At the time, in 2003, we were negotiating a new contract. Netstar helped us find lower prices for outbound long distance and toll free numbers. After that, we started designing and engineering data networks. We had our mind set on a certain carrier, but when Netstar showed us different options with each potential carrier, we realized that the best carrier to work with was different from the two we thought we would choose between.

#### Netstar Saves Mutual of Enumclaw Money

The best thing is that Netstar got us prices that were a whole lot cheaper than what we were paying before. Changing to Netstar saved us \$38,000 over just two years. They read the fine print in the contracts and understood everything better than we did. That means that we knew exactly what we were getting and what to expect when we made these changes.

There were more savings down the line, too. Just two years after we started with Netstar, they did a complete cost reduction audit for us and found a way to help us save \$400,000 that year alone.

#### How Netstar Continues to Help

Now Netstar manages all our services. They have refreshed our data network, reduced the cost for our disaster recovery network, procured and implemented our collocation facility, helped us replace our voicemail system, and handled the entire fiber build project for our corporate office.

I also know if something breaks, I can call them and they'll get right on it to figure it out. They know exactly who to call to get a problem fixed, meaning I don't have to be stuck on hold trying to get a hold of customer service at the carrier. It's incredible because they can get in touch with the right people faster than I ever could!

**Netstar is a one stop shop:** I call them, tell them what's going on, and they take care of it.

I've been consistently surprised when I think I'm getting a good deal and then Netstar comes back and says they can get me a better deal. It's just amazing how they can always save me money! A couple of other companies have approached us, but I always tell them I'm very happy working with Netstar.