

## ZEROOUTAGES CASE STUDY

### Fluent Energy – Energy Sector

This customer is an energy procurement consulting and technical services company that assists large corporate, industrial, and municipal entities in purchasing wholesale electricity and natural gas.

“We feel that ZeroOutages has enabled us to gain a competitive advantage through superior and cost effective technology and support. I highly recommend the use of the ZeroOutages technology for small and medium sized businesses looking to do more with less.”

#### Project Overview

##### The Needs

Provide a leading energy consulting company with an efficient method for ensuring high availability and route optimization.

##### The Solution

Deployment of the ZeroOutages Wireless Service.

##### The Results

Outstanding reliability that reaches 99.999%, exceeding previous availability of only 98.4% equal to 140 hours of downtime. Improved productivity due to increased download speeds and quick responsiveness to critical applications.

*ZeroOutages boosts productivity and reduces costs for leading energy consulting company*

#### About This Customer

This customer is an energy procurement consulting and technical services company that assists large corporate, industrial, and municipal entities in purchasing wholesale electricity and natural gas.

#### The Challenge

This year Energy Service Companies (ESCOs) were required to communicate with public energy utilities via an electronic data interchange (EDI) protocol. Since a loss of Internet connectivity in this environment can cost our company thousands of dollars in lost time and effort, it is essential to minimize any connectivity interruptions in a cost effective manner.

#### The Solution

After an analysis of several possible solutions, the company selected the ZeroOutages Wireless service. This solution uses a separate wireless broadband connection in addition to their existing Internet link to provide increased bandwidth and reliability. The ZeroOutages switching technology allowed them to combine both links without any difficult IP address changes, etc. Best of all this service was deployed for only \$149/mo.

The ZeroOutages service also provides a highly configurable set of bandwidth shaping features that helps them unload mission critical applications for overall faster network connectivity and reduced wait times.

*“In addition to providing us with a highly flexible and cost effective solution, the level of technical support and service from ZeroOutages has been exceptional. Their customer service department assisted in evaluating our needs prior to purchase, and worked closely with us to ensure that initial installation was successful.”*

**Michael Mastroianni – President, Fluent Energy**