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Sean Miller
*Vice President, Information
Technology
First American Equipment Finance*

Industry:
Financial Services

Location:
Rochester, NY

Founded:
1994

Web site:
www.faef.com

First American Equipment Finance

Customer

Founded in Ithaca, NY in 1994, First American Equipment Finance (First American) provides capital equipment financing and lending services to large companies. With customer satisfaction as their primary business objective, First American has proven to be a tough competitor in the lending services industry and has been recognized as one of the fastest growing companies in the United States.

Situation

First American was rapidly growing in the marketplace, and their telephone-based sales model required a provider that was cost-effective and could offer services that would grow with their business.

"The previous service provider was hard to communicate with, their pricing was not competitive, and we were looking for more flexibility," stated Information Technology Vice President Sean Miller. "We wanted someone who would sit down with us and take the time to understand where we were going with our business and what solutions would work best for us based on our growth plans."

Solution

As a similar sized company in the midst of a rapid growth spurt itself, PAETEC was one of the few providers that could relate to and fully understand First American's needs. "PAETEC did not approach us to merely sell a product," explained Miller. "It was clear that they wanted to understand our growth and operations strategies, and build a long term relationship." First American chose PAETEC over other national competitors to provide PRIs, as well as data and voice services, to their New York and California locations. Stated Miller, "PAETEC's overall commitment to our organization played a large part in our decision process. Price always plays a factor, but when we enter into an agreement with a vendor, we are also looking for a solid business partner. We found that in PAETEC."

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Result

Since PAETEC had recently entered the Southern California market, First American initially encountered some service issues in their California location. However, PAETEC was diligent in their communication and resolution of the issues, and the service in First American's California office has been problem-free for the past two years. "PAETEC's Customer Care Team is great – they are prompt, courteous, and always willing to work with you," explained Miller. "I cannot say enough about how well I have been treated."

In addition to data and voice services, First American also made the decision to outsource virus control using PAETEC's Hosted E-mail Security services. "This is a very cost-effective solution for our business. Hosted E-mail Security is a very impressive service," said Miller. "I cannot believe how much spam has been reduced from our network."

First American not only plans to continue use of their existing PAETEC services, but may add additional services as their business continues to grow. "Part of First American's success relates to our ability to leverage the cost-effectiveness of PAETEC's data and voice services to enhance our operations," stated Miller. "As we continue to grow, we need our communication services to scale to support our growth, as well as emerging new technologies. PAETEC's business services allow for both."

As Miller put it, "We use PAETEC for our communications needs because PAETEC is one of the few vendors that offer exceptional technical support and customer service. PAETEC is a trusted partner."