






PROFESSIONAL
TRAVEL, INC.

Industry Focus: Corporate Travel Management

Size: 200

Location(s): 7

PAETEC Solution:

-  Communications
-  Business Continuity
-  Security

Web Site: www.protrav.com

Travel Management Outfit is Going Places with PAETEC

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Todd Stoneman

*Vice President of Information Systems
Professional Travel*

About Professional Travel

Professional Travel, Inc. specializes in corporate travel management for businesses small to large. They have been under the same ownership since their founding in 1963, helping them to become one of the largest privately owned travel management companies in America. Professional Travel offers a wide range of custom solutions to effectively manage their clients’ travel programs, each of which aims to drive down costs for their customers while still providing them with first rate customer service.

The Challenge

According to their Vice President of Information Systems Todd Stoneman, Professional Travel conducts 95% of its customer contact by phone and email – if their voice and data networks are down, so is their business. They are also responsible for coordinating complex flight schedules between themselves, their customers and an array of airlines. It is essential to both them and their customers that they remain up and running at all times. Therefore, Professional Travel needed a telecommunications provider capable of supplying them with reliable voice and data services.

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But no matter how reliable of a provider Professional Travel was able to find, they still faced a major issue which threatened to cripple their network at any time. Professional Travel’s main call center in North Olmsted, OH is the victim of frequent power outages, and every time they would lose power they would also lose their network. These outages not only inconvenienced their clients, but also they lost significant amounts of revenue. Unfortunately, their building manager would not allow them to install a generator to minimize their risk, so they needed an alternate solution.

The Solution

Professional Travel began their search for a new telecommunications provider by creating a matrix of approximately twenty-five different items which they considered to be important in a telecommunications provider. Certain items in the matrix, such as customer service and accessibility, carried more weight than others items which were deemed to be less important. Professional Travel then rated nearly a dozen different providers on each of the attributes listed on the matrix.

PAETEC outscored all other providers on the matrix test and, as a result, was chosen by Professional Travel to be their new telecommunications provider. Professional Travel now runs both their voice and data traffic over PAETEC’s MPLS network.

PAETEC was also able to help Professional Travel find a solution to the network downtime that they were experiencing as a result of their frequent power outages by providing them with a mix of services aimed to improve their network redundancy and disaster recovery. For their network redundancy needs, PAETEC provides Professional Travel with Colocation Services which enable them to keep their offices interconnected and their business up and running even in the event of a power outage at their North Olmsted location. For disaster recovery, they utilize PAETEC’s Network Firewall service as well as Managed Router Support.



The Network Firewall protects Professional Travel’s network from hacker intrusions and keeps their important information secure while the Managed Router Support provides them with routers that are professionally configured, maintained, and monitored, giving them the peace of mind of knowing that their data equipment is working properly and is constantly being monitored.

TRAVEL MANAGEMENT OUTFIT IS GOING PLACES WITH PAETEC

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The Benefit

PAETEC has given Professional Travel an experience the likes of which they have never seen from any of their former telecommunications providers. “With PAETEC, it wasn’t just ‘OK, you’re sold, here you go,’” said Stoneman. “It was a step-by-step, involved process, which you don’t find with all the telecom companies – at least I never have. It was a very different process, we were there every step of the way with representation from PAETEC, and that was welcomed.”

PAETEC also provided Professional Travel with the reliability they so desperately need in their voice and data networks. “In our business, where about 95% of customer contact is by phone or email, it’s not a face-to-face type of transaction that we handle,” said Stoneman. “It’s critical that we have one hundred percent up time and a stable carrier behind us – without that, we’re not in business long.

“We don’t have huge amounts of data, but our business is basically connected back to an airline mainframe, and it’s done via PAETEC’s MPLS service. It’s a critical part of our business, much like the voice, and again, that has worked very well and we’ve had very minimal issues,” added Stoneman.

The additional services PAETEC provides Professional Travel for their disaster recovery needs have allowed them to remain operable during all subsequent power outages. “Colocation Services were a big issue because of the need for redundancy,” said Stoneman. “In our particular area we get power outages here



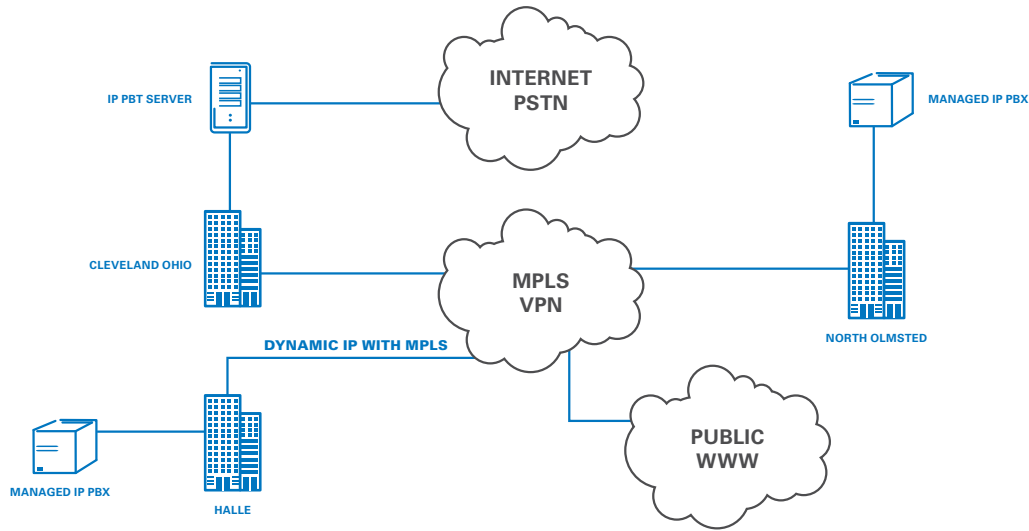
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and there, especially in the springtime. By having the colocation we are able to keep our offices interconnected and keep our systems running, even if the power in our main offices goes out. That’s critical for some of our clients – they can’t have downtime, so in effect we can’t either.”

“With the Network Firewall and Managed Routers, you set them and forget them, and that’s a good thing,” added Stoneman. “That’s what you want to do. We’re not in the business of managing firewalls and routers and don’t want to be, and that’s why we leave it to PAETEC, and it’s been fine.”

TRAVEL MANAGEMENT OUTFIT IS GOING PLACES WITH PAETEC



The highlight for Professional Travel in their relationship with PAETEC has been the outstanding customer service which PAETEC has shown them. “We’re still dealing with the same people that we were dealing with a few years back when we started with PAETEC,” said Stoneman. “I can’t say the same for other telecom companies – usually you get a salesperson that disappears as soon as the sale’s done. We’re still dealing with the same salesperson and same tech rep that helped implement it. They know our business very well, so it’s easy to get things done when you need something changed or fixed. That speaks volumes about PAETEC.”

In fact, Professional Travel was so impressed with PAETEC’s customer service that it was actually the reason PAETEC won them over. “It’s not always a cost factor, obviously that’s a big part of it, but more importantly it was about the customer service and the planning,” said Stoneman. “In our business, we can’t afford to alienate any of our customers at any given point, so we need to make sure we’ve got a good working relationship with the telecom company, even in the planning stages, so that’s why we chose PAETEC.”

“We have a great response time when issues do occur. They work very well with our phone vendor as well,” added Stoneman.

Solution Personalized for Professional Travel:



Business Continuity Solutions

- Dynamic IP



Communications Solutions

- Colocation Services
- TDM PRI



Security Solutions

- Managed Router Support
- MPLS
- Network Firewall

About PAETEC

PAETEC (NASDAQ GS: PAET) is personalizing communications for business-class customers across the United States. We offer a comprehensive suite of data, voice, and IP services, as well as enterprise communications management software, network security solutions, CPE, and managed services.

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