

"We feel that our values, as an educational organization, are parallel to PAETEC's."

Chris Dahl
President & Professor of English
SUNY Geneseo

Industry:
Higher Education

Size:
5,200 Students
975 Faculty & Staff

Location:
Geneseo, NY

Founded:
1871

Web site:
www.geneseo.edu

SUNY Geneseo

Customer

SUNY Geneseo has evolved dramatically over their history. Geneseo's tradition of interweaving the threads of liberal and professional education began in 1867. At that time the state legislature passed an act authorizing the location of a "normal" (or teacher training) school. In 1871, Geneseo welcomed their first students to the Wadsworth Normal and Training School, offering instruction to future teachers.

Geneseo became an original campus of the State University of New York (SUNY) in 1948. They are one of 13 four-year university colleges in the SUNY system. Geneseo identifies themselves as New York's public liberal arts college. They offer 54 degree programs in disciplines ranging from comparative literature to computer science.

Situation

Geneseo was not actively looking for a new telecommunications service provider, but President Christopher C. Dahl knew PAETEC Founder & CEO Arunas A. Chesonis for many years. So, when PAETEC approached Dahl, he was interested in PAETEC services from the start. Dahl enjoys working with local companies, but as a state educational institution, Geneseo had to send their services out for bid. "While SUNY Geneseo operates by the book, strictly adhering to New York State bidding and purchasing procedures, we were eager to do business with PAETEC. When PAETEC came in as the lowest bidder and highest-quality service provider, we were very happy with the results," Dahl commented.

Geneseo started with a small package of PAETEC solutions to see how well they meshed with the institution. "We were very much impressed by the service quality and the entrepreneurial spirit of PAETEC," according to Dahl.

"PAETEC has exceeded our expectations. Typically, there is a response to an issue within an hour or two and full resolution within 24 hours."

Marie Shero
Assistant Director of
Telecommunications
SUNY Geneseo

Solution

PAETEC is currently providing Geneseo with the following solutions:

- 800 Origination
- Directory & Operator Assistance
- PINNACLE Billing Database software
- Conferencing Services
- Toll-Free
- Calling Cards
- Local and Long Distance

Geneseo first purchased the PINNACLE Billing software from PAETEC so that they could resell Long Distance service to their students. They are using PINNACLE Billing Manager V.4.5.4 at this time and is upgrading to the latest version. Geneseo expects the implementation to be complete and services to be active shortly before the Fall 2005 semester begins.

Assistant Director of Telecommunications Marie Shero stated, "The customer service has been exceptional. We had one issue and it was fairly recent. Because our 800 Origination is billed separately from our main campus, there was a mix-up in our invoicing. Charges were assessed to an incorrect account. "PAETEC fixed the minor issue and during that time, PAETEC was very accommodating." Shero went on to say, "Typically, PAETEC responds to an issue within an hour or two and there is full resolution within 24 hours."

Result

When looking for a new provider, Geneseo really wanted to reduce the cost of their Long Distance service, because it was losing revenue due to high student rates. By switching to PAETEC, Geneseo was able to realize significant cost savings. Secondly, with PINNACLE software, Geneseo has the capability to provide paperless invoicing. They no longer have to print bills for students, but can send monthly e-mails instead. By switching to PAETEC, Geneseo has completely eliminated paper, labor, and postage in their student billing process, which added to their savings.

Result (cont.)

Dahl remarked, "I would describe PAETEC's service in very favorable terms." Schero continued on this note, stating, "I have been in sales and service for a long period of time, and I would rate your customer service as exceptional. I would also rate your products as state-of-the-art and services as exceptional." Dahl viewed his relationship with PAETEC as a partnership. He stated, "Our values as an educational organization are very much parallel to PAETEC's. PAETEC is fresh, new, and entrepreneurial. As a high-quality public institution, we try to be flexible, smart, and nimble, and we see those same values at PAETEC." Dahl looks to his relationship with PAETEC as an educational relationship. He enjoys working with Rochester businesses and views the leadership at PAETEC as outstanding.

When SUNY Geneseo's contract is close to an end, PAETEC will definitely be asked to participate in the bid process. In keeping with state regulations, Geneseo must go through a formal RFP process to find a company that offers the most efficient and cost-effective solution. The College is interested in adding PAETEC's data and Internet services to their current list of services. Schero commented, "We are also looking into Voice over Intent Protocol (VoIP). We created a group of local telecommunication and network professionals from Rochester-area colleges and universities, and PAETEC hosted our latest meeting and presentation on VoIP. This meeting piqued the interest of everyone who participated.