



Industry Focus: Marina Services

Employees: 400

Location(s): 22

PAETEC Solution:

-  Business Continuity
-  Managed Services
-  Communications
-  Security
-  Financing

Web Site: www.byy.com



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Tim Hinckley

IT Director

Brewer Yacht Yards

PAETEC Helps Brewer Yacht Yards Set Sail

About Brewer Yacht Yards

Brewer Yacht Yards features state-of-the-art facilities and a full-time staff skilled in the maintenance, repair, and restoration of yachts for recreational, commercial, and competitive boat owners. With 22 boat yards strategically located along the northeastern seaboard, the Brewer name is widely known and highly respected within the industry and boating community.

By putting the most up-to-date service equipment in the hands of the most highly skilled people, Brewer Yacht Yards effectively responds to the demand for quality yacht service 365 days a year. In addition, Brewer staff members are experienced cruisers and sailors with a personal interest in boating. This means that your boat is in the hands of service teams who understand and care about performance.

At Brewer Yacht Yards, you’ll find mechanical, carpentry, painting, rigging, fiberglass, metal, and electronics expertise that consistently exceeds your expectations. This is not a fluke. Brewer Yacht Yards are ranked among the best yacht service centers in the country.

The Brewer Yacht Yards service philosophy is simple: preserve the customer’s investment and help maximize time underway through preventative boat maintenance.

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Tim Hinckley
IT Director
Brewer Yacht Yards

The Challenge

To support voice service at its 22 different locations, Brewer utilized nearly as many different phone systems. Not only did this make it difficult to communicate between locations, but also to maintain the systems – especially when considering the fact that many of them were highly outdated. “The primary issue we were experiencing was that we had multiple phone systems from multiple vendors,” said Tim Hinckley, IT director at Brewer Yacht Yards. “As a result, communication was getting more and more difficult. In addition, we had servers that were a decade old and we badly needed to replace them.”

Additionally, being that all of Brewer’s locations are boat yards, that also means that all of Brewer’s locations are located on the water – where extreme weather commonly causes an array of business continuity issues.

The Solution

Brewer decided the time had come to migrate to a new phone system and brought in four different communications vendors to propose a solution. Throughout the presales process, one of these vendors worked diligently to differentiate itself from the rest – that vendor was PAETEC.

It was these efforts – compounded with many other reasons – that led Brewer to select PAETEC to implement its new phone system. “There were a number of reasons why we made the decision to go with PAETEC,” remarked Hinckley. “First and foremost, I had to trust the company I was going to be working with, because this is a very large project for Brewer. Most of the companies we were considering made all sorts of promises about what capabilities their system could deliver, but failed to back them up.”

“On the other hand, PAETEC assigned me an account team that would come out and meet with me, that would hit every deadline, and would always call me to let me know what they were doing and why,” added Hinckley. “There has been constant, open communication between my account team at PAETEC and myself both before and after the purchase. The project manager PAETEC assigned me was the most diligent and most organized person I’ve ever spoken to. Ultimately, my decision to go with PAETEC came down to the fact that I had to be comfortable with the vendor I was working with, and the team that PAETEC assigned to me was amazing.”

“Secondly, I was impressed with PAETEC’s numbers,” commented Hinckley. “Obviously nowadays we’re all concerned with financials. PAETEC came up with a great solution and phenomenal pricing, so we went ahead and signed on.”

PAETEC HELPS BREWER YACHT YARDS SET SAIL

“At the PAETEC Data Center, you get the security you need, the bandwidth you need, the power you need – everything you need is included.”

Tim Hinckley

IT Director

Brewer Yacht Yards

Today, thanks to PAETEC, instead of employing a mixture of disparate phone systems, Brewer enjoys one cohesive system. The company also turned to PAETEC for a number of other services, including Data Center Colocation, Dynamic IP SIP Trunking with Virtual Telephone Numbers (VTNs), Managed Router, MPLS VPN, and Network Firewall.

Brewer’s new phone system consists of three PAETEC 24x Phone Systems – one housed in a PAETEC Data Center, and one in both its Westbrook and Stamford, Connecticut locations for redundancy. Virtual Telephone Numbers have enabled Brewer to use just these three systems to support over 200 PAETEC phones at all 22 of its locations.

The Benefit

As the only network service provider that manufactures its own IP-based phone systems, PAETEC has the unique ability to offer businesses a bundle offering of voice, data, and equipment – all on one monthly bill. Structured as a rental program, PAETEC’s IP Simple offering enables businesses to upgrade to new equipment company-wide with little to no capital expenditure, just as it helped Brewer to acquire its new phone system.

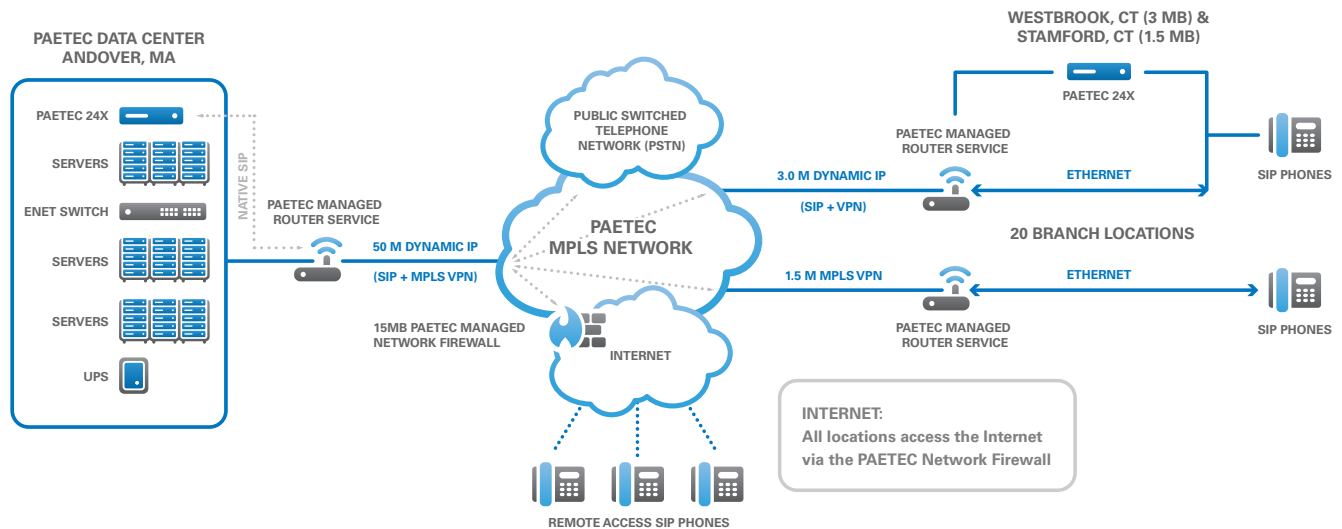
IP Simple not only helped Brewer to acquire its new phone system, it also allowed the company to consolidate its multiple IT vendors to a single point-of-contact. “It was important to our IT department that we have one central contact that we could refer to for all of our problems,” said Hinckley.



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From that one phone call, the customer service Brewer receives is unparalleled. “It’s like night and day compared to other vendors we’ve worked with,” remarked Hinckley. “PAETEC’s Network Operations Center answers our calls immediately, usually within one ring. You’re never sitting on hold, waiting for the next available representative. On top of that, if they can’t solve the issue immediately, they find someone that can and you’re basically guaranteed to get a call back within a half hour.”

PAETEC HELPS BREWER YACHT YARDS SET SAIL





“Unlike dealing with AT&T or Verizon, PAETEC has been amazing to work with,” added Hinckley. “From a customer service standpoint, this has probably been the best experience we’ve had with any communications company in at least 10 years. You can talk to upper management here at Brewer and they’ll say, ‘If anyone’s asking, we’ll write letters of recommendation for PAETEC all day long.’”

Through PAETEC’s Data Center Colocation offering, Brewer was able to solve its business continuity issues

by centralizing all of its mission critical applications in a PAETEC Data Center in Andover, Massachusetts. “Data Center Colocation was very important to this rollout,” said Hinckley. “We needed to put our servers somewhere safe. We had a building on one of our properties that we thought would work, but we couldn’t get enough bandwidth there. At the PAETEC Data Center, you get the security you need, the bandwidth you need, the power you need – everything you need is included.”

Solution Personalized for Brewer Yacht Yards:

-  **Business Continuity Solutions**
 - Data Center Colocation
 - MPLS VPN
-  **Communications Solutions**
 - Dynamic IP SIP Trunking with VTNs
-  **Financing Solutions**
 - IP Simple
-  **Managed Services Solutions**
 - Managed Router
-  **Security Solutions**
 - 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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