



**Industry Focus:** Nonprofit

**Employees:** 425

**Location(s):** 6

**PAETEC Solution:**

-  Business Continuity
-  Communications
-  Financing
-  Security

**Web Site:** [www.kintock.org](http://www.kintock.org)



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*Corporate Director of Information Technology  
 The Kintock Group*

## PAETEC Boosts Network Security for Community Corrections Facilities

### About Kintock

The Kintock Group is dedicated to helping offenders break the cycle of crime. Founded in 1987, Kintock’s annual revenue exceeds \$38 million. With more than 420 employees, the organization serves more than 1,700 clients a day with a full range of services, from pre-release to successful re-integration into the community. One of the largest community corrections providers in the Northeast, Kintock is a nationally recognized pacesetter and innovator in the field.

### The Challenge

Prior to 2003, The Kintock Group was experiencing some issues with their telecommunications provider. “With our former vendor we had a multitude of account executives, even within a one year time span,” said Michael Kuhn, corporate director of information technology for The Kintock Group. “At some points we were just left to their general call number, as if you had problems with your home service. Also, any communication from them, such as notifications of outages, was almost nonexistent. On top of that, the costs were just out of control.”

Even after switching vendors resolved those issues, The Kintock Group still experienced some telecommunications challenges. “From 2003 to 2008 we moved our hub twice, and that proved costly,” said Kuhn. “It was also a huge logistical issue.” The Kintock Group not only experienced telecommunications related issues, but

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issues regarding security as well. “Our security challenges are both inbound and outbound,” said Kuhn. “We hold confidential information pertaining to our residents as well as our employees, so we must guard from intrusion coming into our stores of information. In addition, we have a duty to protect the employees from misspelled URLs that may result in offensive websites, as well as from unsolicited spam and other e-mail.”

“We have a small staff and only one engineer who was knowledgeable about our firewall products, so any time he traveled we would be caught off guard,” added Kuhn. “Our hub location was not on continuous power, which was also an issue for us. Losing power there meant the entire company lost access to both e-mail and Internet.”

### The Solution

In 2003, The Kintock Group made the choice to switch telecommunications providers. “The first step is to analyze your own business, find out what your needs are,” said Kuhn. “As a project manager, you have to write your business rules, ‘What’s important to us? What kind of bandwidth do we need?’ and so on. From there, I came up with a comprehensive write up and sent it out for bids. I could tell by the caliber of the quotes I received and the individuals that were pitching those quotes how the future was going to go.”

In Kuhn’s eyes, the one with the brightest future was PAETEC. “We had a couple of vendors come in and we felt that PAETEC had the best promise,” said Kuhn. “That’s when we came on in 2003. We really needed to get a better customer service deal and cost under control.”

After moving their hub n’ spoke network twice within a five year period, and experiencing all the headaches associated with those moves, The Kintock Group looked to PAETEC once more for help. “In 2008, I still competitively bid PAETEC, but with everything that I know about them – their customer service levels, the

percentage of time our lines are up – I’d almost be a fool not to stick with them,” said Kuhn. “The solution that the account executive and I came up with was to utilize MPLS circuits into PAETEC’s cloud with varying bandwidths per location. This gave us the ability to add and remove sites without having to rebuild a hub n’ spoke network every time. It also allowed us independent site access to the Internet so that one location going down wouldn’t prohibit the company from doing their business.”

The Kintock Group also used the switch as an opportunity to move to PAETEC’s security services. “We moved to the Network Firewall product with managed services to eliminate the dependency on our network engineer,” said Kuhn. “We also moved to the Hosted E-mail Security and Hosted Web Security services for single point configuration with a company wide effectiveness.”

“The beauty of this was that all of this was put together using the Equipment for Services program with PAETEC,” added Kuhn. “Although we had to add integrated access devices to merge our

## PAETEC BOOSTS NETWORK SECURITY FOR COMMUNITY CORRECTIONS FACILITIES

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The Kintock Group

data and VoIP traffic over the single MPLS line, and purchase upgrades to our telephone system and labor to roll it all out, we could wrap it all in to the Equipment for Services plan and have a lower monthly charge than we had prior to that period in 2007.”

### The Benefit

As with most companies today, voice services are of utmost importance to The Kintock Group. “Our business relies on our telephone service as the primary contact we have to our residents when they are outside of our facilities,” said Kuhn. “Many of our residents go out to work and they need to call in and let us know they’re there. If they can’t call in it can be punishable up to and including an arrest, so we have to have uptime on our phones, we have to have the ability for them to call in.”

Fortunately, since switching to PAETEC in 2003, that hasn’t been an issue for The Kintock Group. “Our local and long distance service is reliable,” said Kuhn. “It’s up all the time and it’s an imperative part of our business. The Dynamic IP SIP Trunking has allowed us to reduce the number of lines that we have on our network. Rather than having a PRI and a T-1 connecting somewhere we just have a single line coming in, so it’s actually helped us reduce some costs.”

The Kintock Group is also benefiting from the range of PAETEC Security Solutions they now utilize as well. “We have a network engineer on staff, but if that person was on vacation it proved a problem making any changes to our firewall,” said Kuhn. “With PAETEC’s Network Firewall we’re able to call PAETEC and have changes made by their staff in a relatively short period of time. PAETEC also

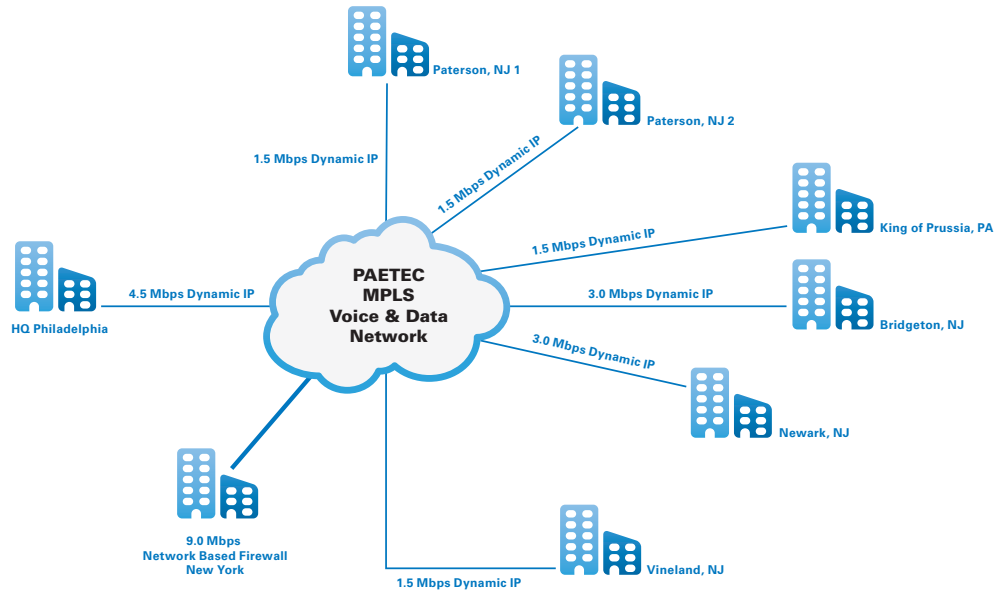


does the upgrades to the devices and any firmware, so you just set it and forget it.”

“The Hosted E-mail Security and Hosted Web Security products have been working well for us also,” added Kuhn. “There hasn’t been any lag times and I can download reports of individuals’ activities, as well as clustered reports showing activities and times as a company, which are great for analysis and helping to make informative decisions.”

Of course, it was all made possible for The Kintock Group thanks to PAETEC’s unique financing program. “The Equipment for Services program was a huge thing for us,” said Kuhn. “I was able to arrange the Equipment for Services plan into our bill with a cost that was less than we were paying under the five years from 2003 to 2008. It was as easy as taking the paperwork down to the CFO and Executive Vice President and getting nothing more than their signatures. They were thrilled that there was no initial capital outlay and that they didn’t have to babysit the lease and watch its terms, PAETEC handles all of that for us.”

# PAETEC BOOSTS NETWORK SECURITY FOR COMMUNITY CORRECTIONS FACILITIES



Where The Kintock Group really benefits from having PAETEC as their telecommunications provider is the intangible areas, such as customer service and reliability. "The customer service is excellent," said Kuhn. "PAETEC's interest in their customers is very high. They have a Customer Advisory Board in every major market in the country, which I am a member of, and they're gleaning information from their customers as to how PAETEC can serve us better. I've had the same customer service rep

since 2003 and that person is keenly interested in making sure that I'm a happy customer."

"I don't know what PAETEC's percentage of uptime is, but it has to be close to 100%," added Kuhn. "When we were with our previous vendor, we would go down for days and they would have no idea when we'd be up again or where the problem was. PAETEC's responsiveness is key. They're worried about having the lines up all the time. I need that."

## Solution Personalized for The Kintock Group:

### Business Continuity Solutions

- Dynamic IP SIP Trunking

### Communications Solutions

- Conferencing
- Internet Services
- Local Service
- Long Distance
- Toll-Free

### Financing Solutions

- Equipment for Services (EFS)

### Security Solutions

- Hosted E-mail Security
- Network Firewall
- Hosted Web Security

## 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.

## Contact Us

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