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Judy Tanzi
*Manager of Telecommunications
Rhode Island School of Design*

Industry:
Higher Education

Size:
2,200 Students; 750
Faculty/Staff

Location:
Providence, RI

Founded:
1877

Web site:
www.risd.edu

Rhode Island School of Design

Customer

Rhode Island School of Design (RISD), founded in 1877 in Providence, Rhode Island, is a vibrant community of artists and designers, including 1,920 undergraduates and 370 graduate students from across the United States and 44 other countries worldwide. With 16 undergraduate and 17 graduate majors, RISD offers a wealth of degree programs in art and design unmatched by other colleges and universities. Over 350 faculty and curators and 400 staff members support the school.

Situation

Four years ago, RISD encountered severe billing problems with their Long Distance provider. Billing errors and invoice credit problems prompted the school's telecommunications administrators to migrate Long Distance service to PAETEC, which already provided Local services to RISD students. This was not an easy idea to sell to RISD management, because at the time PAETEC was relatively unknown in their industry. RISD management felt there could be high risk involved if they decided to go with PAETEC, a smaller and relatively new company. However, RISD Manager of Telecommunications Judy Tanzi argued, "Accurate billing and user-friendly invoices are very important to me. PAETEC's billing solution was an easy fit." RISD management agreed and student Long Distance services, as well as administrative Local and Long Distance services, were migrated to PAETEC.

Solution

RISD has not encountered billing problems since migrating their administrative and student Local and Long Distance services to PAETEC. To ensure billing compliance and complete satisfaction with the migration, RISD's PAETEC Account Manager performed an invoice audit during the first three months of service. Minor problems were quickly discovered and resolved.

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Solution (cont.)

Tanzi stated, "I requested the audit from my PAETEC Account Manager, and she was very agreeable. Together, we reviewed the bills in detail for three months, until the rates were exactly the way I wanted. In the end, it was not a problem at all." Tanzi confided that at most companies, billing is one of the major issues administrators have to deal with, but not with PAETEC.

Result

After converting all Local and Long Distance services to PAETEC, RISD administrators realized huge cost savings. Not only has RISD saved money by using PAETEC's services, they are also confident in PAETEC's Customer Care. According to Tanzi, "I've never had a problem. My expectations were always the highest and have always been met with the highest level of service and support."

Tanzi's immediate trust and confidence in PAETEC Founder and CEO, Arunas A. Chesonis, prompted her to do business with PAETEC. "It was my trust in him that prompted me to use PAETEC – that's the truth," said Tanzi. "I believed this was a real company." Today, Tanzi still has the same confidence in PAETEC and their employees. "With companies coming and going in this industry," Tanzi stated, "PAETEC always stands tall as they said they would. PAETEC has respect for the customer and the customer's needs. I realized that during my first meeting with Arunas, and it continues to this day."