

# CaseStudy

*Professional Services Company Moves to the Next Level of Service with ACES.*

## PROFESSIONAL SERVICES

### • Data Processing Sciences Corporation



*"Thanks to ADTRAN's ACES, we can now offer our customers a complete service package – eliminating the need to deal with multiple manufacturers and service providers. Our customers love it, because in one call their problem is solved."*

**Dave Schulz**

*Director of Professional Services  
Data Processing Sciences  
Corporation*



*Architecture for e-Business*

*As a leader in the global build out of corporate Intranets, Extranets, and Internet connections, Data Processing Sciences Corporation (DPS) depends on service after the sale. ADTRAN Custom Extended Services (ACES) helped them take service to the next level for their customers by combining ACES and DPS's own SupportPLUS service program into a single nationwide solution.*

#### • ACES ADDS NATIONWIDE COVERAGE

The DPS customer base is composed primarily of businesses, both small and large, that do not have an information technology support staff or don't want to spend resources because they want to focus on their core competency. As a customer-oriented company, DPS knew their customers would require support and that's why they developed a Technical Assistance Center (TAC). The TAC adds value to the equipment they sell by troubleshooting customer problems and dispatching personnel for local and remote networking issues. The TAC is available 24 hours a day to assist customers. The challenge of serving customers coast-to-coast is difficult for DPS, a mid-sized business with 150 people in 12 locations. That's what led DPS to ACES.

DPS quickly realized that it would be more cost-effective to outsource nation-wide servicing, rather than trying to fly engineers all over the country. That's when DPS had a brainstorm – bundle their TAC with ADTRAN's ACES program. ADTRAN's Custom Extended Services (ACES) program was the perfect complement to the DPS TAC Center because it provides on-site certified field engineers and, in turn, provides a more cost-effective solution. Now, DPS can offer their customers a complete service and the customer benefits by not having to deal with multiple manufacturers and service providers.



## Data Processing Sciences Corporation

*Data Processing Sciences Corporation (DPS) is a leader in the global build out of Corporate Intranets, Extranets and Internet connections. DPS specializes in consulting, designing and implementing network infrastructures that enable companies to enter the e-Business age. Services such as bandwidth optimization audits, security assessments and network health checks allow customers to provide reliable and secured business transactions to internal and external users. Network solutions offered by DPS include Frame Relay, Secured VPNs, ISDN, Internet Access and Digital Private Lines. DPS represents top manufacturers of network hardware and software solutions. DPS offers full installation and support capabilities throughout North America and selected locations outside of the continent.*

[www.adtran.com](http://www.adtran.com)

ADTRAN, Inc.  
901 Explorer Blvd.  
P.O. Box 140000  
Huntsville, AL 35814-4000  
800 9ADTRAN  
[info@adtran.com](mailto:info@adtran.com)

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## BUNDLED SERVICES

Now when a customer has a problem, the DPS Technical Assistance Center, based in Cincinnati, Ohio, assesses the situation. If the problem involves a piece of ADTRAN equipment, the TAC then calls ACES to resolve the problem and get the customer up and running. This bundled service program allows customers to get the complete service they need without the hassle of troubleshooting the problem and having to call each manufacturer independently.

Speaking of their customers' reaction, DPS Director of Professional Services, Dave Schulz said, "They love it because in one call they are always taken care of." Schulz also noted that since the inception of the SupportPLUS program two years ago their revenue associated with service and maintenance has continually increased. "It has helped us sell much more maintenance because of the value within it," he said. "It's the features behind it that take it above and beyond the general fix."

### ACES Services At-A-Glance

ACES Products	Phone Response	Advance Replacement	On-Site Support	Hours a Day	Days a Week	Depot Sparing
ACES 5x8xNBD	30 mins	24 hours		8	5	
ACES 7x24x4	30 mins	4 hours		24	7	●
ACES Site 5x8x4	30 mins	4 hours	4 hours	8	5	●
ACES Site NBD	30 mins	24 hours	24 hours	8	5	
ACES Site 7x24x4	30 mins	4 hours	4 hours	24	7	●
ACES Installation	Complete installation of ADTRAN products and systems					

*For more information on ACES call 888-874-ACES or visit our web site at [www.adtran.com](http://www.adtran.com)*