

# **Battle Card**

#### **COMPANY OVERVIEW**

Founded in 2001, AireSpring is a 100% channel focused, privately held and debt-free, Managed Services Provider specializing in Managed Communications, Managed Network and IT Services to over 23,000 businesses. We own and operate one of the largest SIP networks in the US utilizing over 35 major underlying network providers. We process over 6 billion calls monthly and offer the lowest rates in the continental US. AireSpring operates a Global Private Network offering Global SD-WAN and Connectivity in 100+ countries.

AireSpring is known for its broad product line, extremely competitive rates, concierge service, and escalation list up to our CEO. We specialize in Global Managed SD-WAN and premium UCaaS solutions that are designed to individual business needs. We also offer primary and backup connectivity (DIA, Coax, 4G LTE, Fixed Wireless, & Satellite), Managed Security, Managed Firewall, MPLS, CCaaS, SIP, BC/DR, and traditional voice and data services. We excel at serving mid-market, multi-location businesses worldwide providing them with one bill, one point of contact, with white glove service and support. Our partners enjoy generous Evergreen Commissions and SPIFFs (even on renewals). AireSpring is easy to do business with and is known for integrity, reliability, and dependability. We handle your orders differently.

Every order is treated as a project and assigned a project coordinator and a managed services engineer (MSE). Our project management team is second to none. We pride ourselves on our flexibility, agility, and responsiveness.

## **PRODUCT PORTFOLIO**







#### TOP 10 REASONS TO PARTNER WITH AIRESPRING

- 1. 100% Channel: We do not sell direct and never compete with you on a retail level.
- Commissions and SPIFFs (even on renewals) are among the highest in the industry.
- 3. The largest IP network in the US. We process over 4.5 billion calls per month.
- 4. Our geo-redundant, nationwide IP network provides true diversity for BC/DR.
- 5. Fully Managed Service: We take responsibility for all functions. No finger-pointing!
- Guaranteed QoS. Our managed connectivity ensures end-to-end, true QoS.
- White glove, concierge service and an escalation list up to our CEO.
- QuoteSpring real-time, online, 24/7 quoting/pricing tool shows every available option, at every available speed, at every address in the US, and Internet in over 100 countries.
- Team of highly skilled solutions engineers to support you and your customers.
- 10. FREE AireNMS 24/7/ WAN monitoring system spots issues and proactively opens tickets 85% of the time before a customer even knows there is an issue and resolves it.

#### **ADDITIONAL RESOURCES**

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## **DISCOVERY QUESTIONS FOR AIRESPRING:**

- 1. Do you have unique needs? Are you looking for a customized network solution that isn't "cookie cutter"?
- 2. Are you looking for a single provider who can service all your locations spread across multiple areas, including some hard to reach sites?
- 3. Is your data network keeping up with the demands of your SaaS applications and are you able to meet IT security requirements?
- 4. Are you considering a managed SD-WAN solution to replace or augment capacity strained MPLS or legacy networks?
- 5. Do you suffer from Big Carrier Fatigue (BCF)? Have you been getting poor service from your current provider? Are you looking for a flexible vendor who will provide high-touch customer service?
- 6. Does your current phone/communications system support your growing business? Do you need a Fully Managed Cloud Phone system where you can rely on a single provider for all elements, including connectivity and guaranteed QoS?
- 7. Is it time consuming to keep track of all the providers you deal with for different services? Would it be beneficial to have one vendor who can provide voice, data, and network services? Wouldn't it be nice to get one bill and have a single point of contact?

#### WHAT OUR PARTNERS SAY

"I consider AireSpring a channel partner because we share a real partnership when it comes to closing deals and supporting customers. I can get hosted VoIP from anyone these days. What is harder to find is a team of professionals who have proven resilient and willing to solve my customers' issues, no matter how painful it gets. AireSpring has an amazing team of technicians, engineers, and project managers that I know by name and who I trust."

- Jerome Plummer, President and Founder Business Class Solutions

"AireSpring is by far the easiest carrier we work with. Quote requests are handled quickly and returned the same day. Their wholesale program with AT&T is outstanding and gives agents the security knowing they are selling a quality data or fiber connection coupled with AireSpring voice. They are definitely our carrier of choice!"

- Marilyn Dooley, Telco Management Group

"AireSpring's QuoteSpring quoting tool allows us to get accurate pricing for our customers immediately. The system provides pricing and up-to-date product brochures on the services being quoted, and it lets you generate the contracts for customers to sign. The faster timeline just enhances our ability to provide accurate pricing quickly. Some carriers don't have anything close to the AireSpring tool set."

- Chad Midtlien, President of Five Star Telecom

### **CASE STUDIES**

#### **Commercial Property Management**

A large, multi-location Commercial Property Management organization turned to their trusted advisor for a solution for a 26- site opportunity that would expand to 200 sites. They had numerous internet and telco providers and multiple technologies, from UC, to traditional PBX's, to POTS all being managed by individual property managers, their own HQ, and a 3rd party MSP. They faced security challenges since some offices lacked firewalls or VPNs. They were also caught up in ISP industry consolidation creating more challenges. This was a distraction from their core business and cost overruns were frequent. They needed managed IT services from a single provider that could scale and improve security and profitability. AireSpring cut costs and consolidated IT into a single source, and provided a scalable solution with predictable costs:

#### Results:

- AireSpring's UCaaS design team created a solution which included FREE Poly phones and onsite
  install, configuration, and testing.
- Broadband and DIA connectivity via the least cost provider per location due to AireSpring's NNI
  agreements with over 30 major carriers and rural ISPs.
- AireSpring Managed SD-WAN using Cisco Meraki with Firewall provided failover, IT security and application prioritization with secure connectivity back to HQ and between sites. AireSpring provided FREE 24/7 circuit monitoring.

## **Large Multi-location Credit Union**

A large West Coast Credit Union faced many challenges with their geographically dispersed locations throughout three counties due to long-haul Internet infrastructure outages and the loss of existing WAN connectivity. Client had a complex mesh network built on multiple providers utilizing Internet, MPLS, Microwave, Broadband, satellite, and other circuits on copper/fiber/radio wave. Natural disasters caused business continuity issues with system-wide outages and an inability to serve their customers 24/7/365. They needed a provider who could deploy SD-WAN with a minimum of impact, allowing uninterrupted service to members. A trusted advisor recommended AireSpring to ensure that WAN connections would stay strong, even if selected carriers became unavailable. AireSpring agreed to support the existing carrier and expand service to include a wide variety of carriers and circuit types available in each of the eight cities and 11 remote locations, allowing the client to mesh many different carriers into one dependable, cohesive WAN network. AireSpring worked closely with the client dispatching on-site technicians as needed, working 24/7 to build the new Managed SD-WAN system, while maintaining all operations.

#### Results:

- After SD-WAN Edge deployments failures are rare and limited to offices lacking diverse carriers.
- Branches stay connected and outages have decreased.
- AireSpring's SD-WAN traffic prioritization and shaping keep systems in production and mission critical back office SaaS applications working at all times.