

# Bayou Powersports Improves Service While Lowering Cost

## Flex 500/250 Mbps

When northeast Louisiana's premiere powersports destination struggled with their business internet service, they turned to Conterra Networks for a new solution. Our local sales team was happy to jump in and help. They listened carefully to the general manager and learned exactly how the dealership's internet connection was failing them, which made it easy to recommend the right customized solution to suit their needs.

### **PROBLEM 1:** Internet speeds were just too slow

Bayou Powersports' previous internet speeds were insufficient for the needs of a business of their size. With just 50Mb up and 10Mb down, they simply didn't have the bandwidth to support the systems they had in place. Conterra recommended a FLEX 500/250 fiber service line, which immediately increased Bayou Powersports' download speed tenfold and increased uploads by an incredible 25x.

### **PROBLEM 2:** They wanted to keep their analog phone system

While the company's previous internet connection was too slow, the dealership had somewhat recently invested into a brand-new analog phone system that they liked and wanted to keep. Not a problem. Our local service team set up an analog handoff which allowed Bayou Powersports' current phone system to work flawlessly on our flex fiber solution.



### **PROBLEM 3:**

#### **The old service provider was too expensive**

In addition to being unhappy with the quality and the reliability of their old service, management at Bayou Powersports thought they might be paying too much for their internet connection.

The Conterra sales professional assigned to their account was able to go above and beyond for their client, cutting their bill almost in half while drastically improving their service.

### **PROBLEM 4:**

#### **They had poor experiences with the previous provider's customer service team**

Fixing Bayou Powersports' frustrations over customer service concerns was easy. Conterra provides industry-leading local service, both from the boots on the ground and at the NOC (Network Operations Center), available 24x7x365.

### **RESULTS SUCCESS**

Bayou Powersports has been very happy with their FLEX 500/250 fiber internet solution, and even happier with the high level of personal service they have received since making the switch to Conterra Networks.



#### **What's next for Bayou Powersports?**

While the company is currently happy with their analog phone system running off our 100% fiber optic network, there's been talk about eventually upgrading to VoIP (Voice over IP). Conterra's cloud-based voice platform helps businesses be even more efficient, with leading-edge VoIP services and solutions.

## **Contact Us**

Trust our reliable fiber optic network, supported by our team of local experts, so you can focus on what you do best — growing your business.

