

Keeping Clients Connected is Key for Maine IT Company, Thanks to Time Warner Cable Business Class

TOM VOSE IS A CONNECTOR.

As the president of Portland-based BroadSound Technologies, he is devoted to making sure that the Maine companies he serves stay connected – to the Internet, to the telephone and ultimately, to their employees and customers, too.

“Most of my clients are small companies that rely on the Internet and the telephone to conduct their business,” said Vose. “Sometimes, it’s their only connection to their customers.”

BroadSound provides computer and network support for 175 small- and medium-sized businesses (SMBs), most of whom have no in-house information technology (IT) resource. These companies – who range in size from three employees to 150 – rely on BroadSound to design, install, configure and manage their computer equipment and communications networks.

In addition, they call on Vose for advice on what to buy and how to use it. And when they ask for tips in choosing a high-quality and dependable Internet and telephone provider, he does not hesitate to recommend Time Warner Cable Business Class (TWCBC).

“In the business I’m in, I’ve dealt with many different vendors,” explained Vose, who founded his IT firm in 1998. “Nobody provides better service and support than Time Warner Cable. They’re always the first company I recommend.”

Most of Vose’s clients use TWCBC’s high-speed broadband service, which provides always-on Internet access at lightning-fast download and upload speeds. Thanks to Time Warner Cable’s dedicated hybrid-fiber coaxial (HFC) network, the Internet maintains its speed over longer distances, unlike most DSL services.

Vose has first-hand knowledge of TWCBC’s dependability. BroadSound has been an Internet access customer for several years, and also uses the Time Warner Cable service to enable his staff to have firewall-protected virtual private network (VPN) access to servers, databases, a ticketing system and other in-house network applications.

Now, with the early 2008 launch of Business Class Phone, Vose has a new TWCBC service to use – and recommend. Business Class Phone is a crystal-clear, digital voice service that offers unlimited local, in-state and long distance calling for one flat monthly fee. The service requires no new equipment and customers can keep their existing telephone numbers.

It is an important addition to TWCBC’s suite of services, because it enables an SMB to bundle Internet and telephone services with one dependable provider. According to Vose, discounted pricing and simplicity are key advantages of bundled services.

“Small companies benefit by having one point of contact for all of their communications services,” explained Vose. “And when that company is Time Warner Cable, I know they’ll have locally-based customer support that is always there for my company.”

For more information about Time Warner Cable Business Class products and solutions, visit www.twcbc.com or call 1-866-TWC-4BIZ.

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Tom Vose, president
BroadSound Technologies



About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable (NYSE: TWC), offers a full complement of business communications tools to small- and medium-sized businesses and enterprise-sized companies. Its data, voice, video and security solutions are enhanced by award-winning customer service and local support teams. Time Warner Cable Business Class was founded in 1998, offering high-speed Internet service as Road Runner Business Class. Today, it serves more than 280,000 business customers in Time Warner Cable’s 23 divisions.

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