



January 17, 2018

## **Sunpack embraces SD-WAN and hosted voice, illustrating benefits for smaller companies**

### **Advanced solutions plus exemplary service equals enterprise satisfaction**

LITTLE ROCK, Ark., Jan. 17, 2018 (GLOBE NEWSWIRE) -- [Windstream](#) (NASDAQ:WIN), a leading provider of advanced network communications, helped Sunpack, Inc., simultaneously solve problems with insufficient data bandwidth and a discontinued phone system - all while working with an internal IT department of one.

Sunpack is a small yet highly successful national manufacturer of studs, bolts, nuts and gaskets, and time had taken its toll on the company's data and voice solutions. Bandwidth capacity was no longer capable of keeping up with Windows 10 update downloads, which require up to 3 gigabytes and strained connections. Sunpack's phone system was even more outdated, as parts were no longer available from the manufacturer and were increasingly expensive when procured from third parties.

Windstream assisted Sunpack's IT director in implementing a budget-friendly data and voice solution consisting of Windstream SD-WAN and a far more flexible, hosted phone system - at an overall reduction in the monthly cost of data and voice services. The upgrade also came with significant flexibility. An original 20 Mbps data pipe was bumped to 50 Mbps at minimal cost, SD-WAN was added to provide additional visibility into applications, and Sunpack opted later to add hosted automated attendant to the phone system for more efficient after-hours coverage.

"Avoiding the up-front cost of a new phone system while also reducing our costs for data services was an easy choice, and flexibility going forward has delivered a real pay-off," says Kelvin Harris, Sunpack's IT director. "Since I'm the only technical resource within the company, Windstream's exemplary service is especially valuable. When I need to talk with a technical resource, I can quickly get to the right person. If an issue needs rapid resolution, I can get it escalated."

According to Joseph Harding, executive vice president and chief marketing officer for Windstream's Cloud & Connectivity business unit, that high level of service is a primary focus in Windstream's corporate culture.

"Many of our mid-market customers have very limited internal IT resources," says Harding. "Moving to hosted technologies removes some of the pressure on smaller IT departments, as long as they're paired with a service provider that takes the 'service' part of their role very seriously. That's how Windstream always strives to operate."

### **About Windstream**

Windstream Holdings, Inc. (NASDAQ:WIN), a FORTUNE 500 company, is a leading provider of advanced network communications and technology solutions for consumers, businesses, enterprise organizations and wholesale customers across the U.S. Windstream offers bundled services, including broadband, security solutions, voice and digital TV to consumers. The company also provides data, cloud solutions, unified communications and managed services to small business and enterprise clients. The company supplies core transport solutions on a local and long-haul fiber network spanning approximately 150,000 miles. Additional information is available at [windstream.com](#). Please visit our newsroom at [news.windstream.com](#) or follow us on Twitter at [@Windstream](#).

### **Media Contact**

Sarah C. Davis, 720.529.7600  
[Sarah.c.davis@windstream.com](mailto:Sarah.c.davis@windstream.com)



Primary Logo

