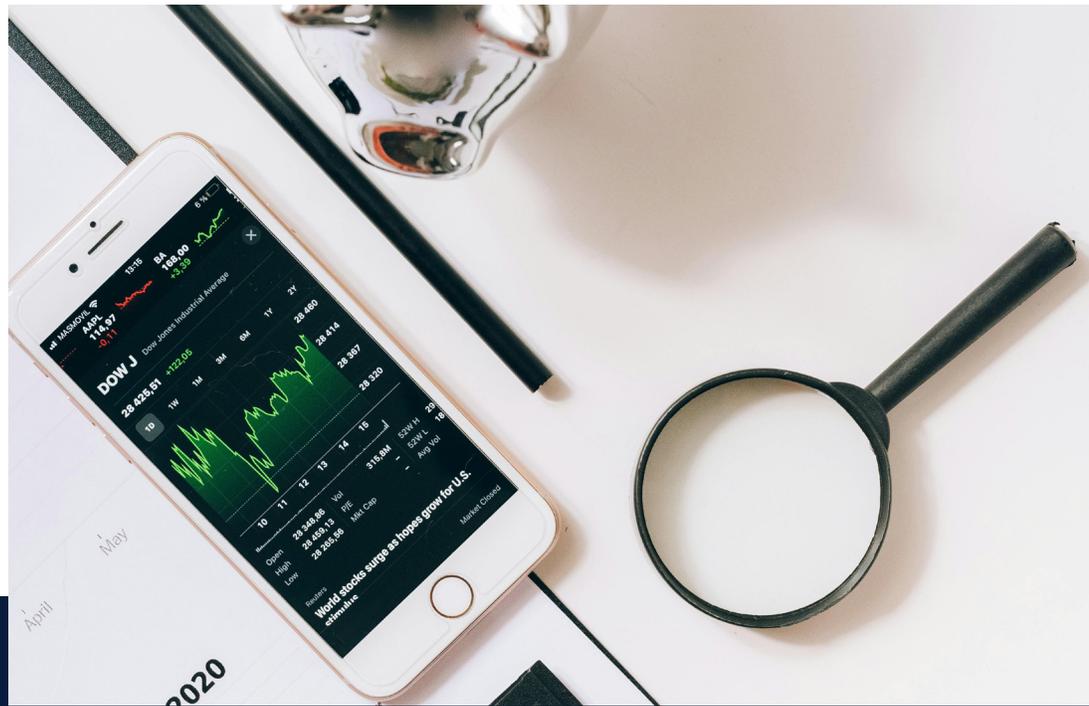




Customer Case Study

# Medium Enterprise Financial Services Company



Medium Enterprise Financial Services Company

# MEDIUM ENTERPRISE

financial services

This case study of a medium enterprise financial services company is based on a June 2022 survey of US Signal customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Company Size:  
**Medium Enterprise**

Industry:  
**Financial Services**

## Quotes

**“US Signal was able to clearly explain the Microsoft licensing process and answering detailed questions of the various licensing levels and features of the M365 platform.”**

**“We are also able to leverage US Signal’s expertise via their Customer Portal which allows us to submit incident tickets (very rare) or answer questions.”**

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select US Signal:

- When considering US Signal as their Microsoft CSP:
- Helping you discover which M365 plan was right for your business: very Important
- M365 consulting and roadmap development: important
- M365 Migrations: very Important
- M365 tenant set-up and management: very Important
- User provisioning and administration (moves/add/changes): important
- Escalation management and reporting: important
- 24x7 expert-to-expert support for priority 1 and 2 incidents: very Important
- Broad portfolio of complimentary multi-cloud solutions and services: moderately Important

## Use Case

The key features and functionalities of US Signal that the surveyed company uses:

### **They choose US Signal as their Microsoft CSP because:**

- Value-add services beyond just Microsoft
- Expert Microsoft knowledge and expertise
- Responsiveness/Acting quickly
- Ease of doing business

## Results

The surveyed company achieved the following results with US Signal:

- Modern productivity applications (documents/file sharing, cloud storage, etc.)
- Collaboration/communication applications (conferencing, chat, etc.)
- Support user mobility
- Enabling teamwork in remote/hybrid work environments
- Secure access/identity management
- Process automation
- Simplifying vendors by moving more apps to a single provider



# Digital Infrastructure Solutions Built for Your Business



**US Signal, established in 2001, is a premier national digital infrastructure company that operates a fully owned fiber network to deliver a wide range of advanced digital solutions. Our offerings include robust cloud services, secure colocation facilities, high-performance connectivity, comprehensive hardware resale, and managed IT services, empowering businesses to enhance their operational efficiency through tailored network, data center, data protection, and cybersecurity solutions.**