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Customer Case Study

Unbridled Solutions, LLC



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This case study of Unbridled is based on a June 2022 survey of US Signal customers by TechValidate, a 3rd-party research service.

Company Size:
Small Business

Industry:
Hospitality

Quote

"US Signal has been a vital ally for Unbridled across several different pain points, including cybersecurity, technology project management, hardware acquisition, and software licensing. They always bring consistent talent to the table, combining subject matter expertise with a customer-first mindset, which is exactly the kind of people we need on our side. We have had some pretty bad MSP experiences in the past, so it has been beyond refreshing to work with a truly capable and supportive group like US Signal. "

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: not Important
- M365 consulting and roadmap development: not Important
- M365 migrations: important
- M365 tenant set-up and management: not Important
- User provisioning and administration (moves/add/changes): important
- escalation management and reporting: moderately Important
- 24×7 expert-to-expert support for priority 1 and 2 incidents: moderately Important
- Broad portfolio of complimentary multi-cloud solutions and services: slightly 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:

- Expert Microsoft knowledge and expertise
- Being flexible in order to meet your needs

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

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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.