US SIGNAL

Customer Case Study

Behind NeoPollard's Successful Data Center Migration with a Vendor Built for High Stakes Moves

NEOPOLLARD
INTERACTIVE

Highlights

- Met strict physical security standards, ensuring a secure environment for critical gaming and government services operations.
- Quick and efficient installation process kept the high-stakes project on track for NeoPollard's customers and leadership.
- US Signal's robust infrastructure and dedicated care fostered a strong, ongoing relationship for future collaborations.
- Seamlessly completed a high-visibility data center migration despite outdated documentation causing incorrect power connector specifications.

"We evaluated several options but US Signal provided both a good price and more importantly a great level of knowledge. We toured the datacenters as well as the Grand Rapids TOC to meet the people and discuss how the systems are managed."

Challenge

High-Stakes Data Center Migration with Stringent Security Demands

NeoPollard Interactive, a leader in the gaming and government services sector, required secure and stable co-location services to support their critical operations. This project demanded adherence to stringent physical security standards and a swift, seamless installation process, so vendor selection was critical.

As a high-visibility initiative involving NeoPollard's top customers and senior leadership, the stakes were high, and they needed a partner capable of delivering under pressure. Additionally, NeoPollard faced a unique challenge during the migration when it was discovered that incorrect vendor documentation led to unreliable power connection specifications, complicating the process and introducing last-minute changes to the solution.

Solution

US Signal's Expert Team & Tailored Co-Location Services Deliver Success

After evaluating multiple vendors, NeoPollard chose US Signal for their competitive pricing and exceptional expertise. US Signal provided co-location services tailored to their needs, backed by a team of dedicated professionals, and their staff demonstrated unparalleled care and ownership, ensuring a smooth migration process. When an issue with incorrect power was discovered, US Signal's team swiftly intervened, sourcing the correct connectors to keep the project on track.

US Signal's internal organizational support ensured every detail of the project was managed effectively, and tours of US Signal's data centers and Grand Rapids TOC/NOC showcased their robust infrastructure and knowledgeable staff.
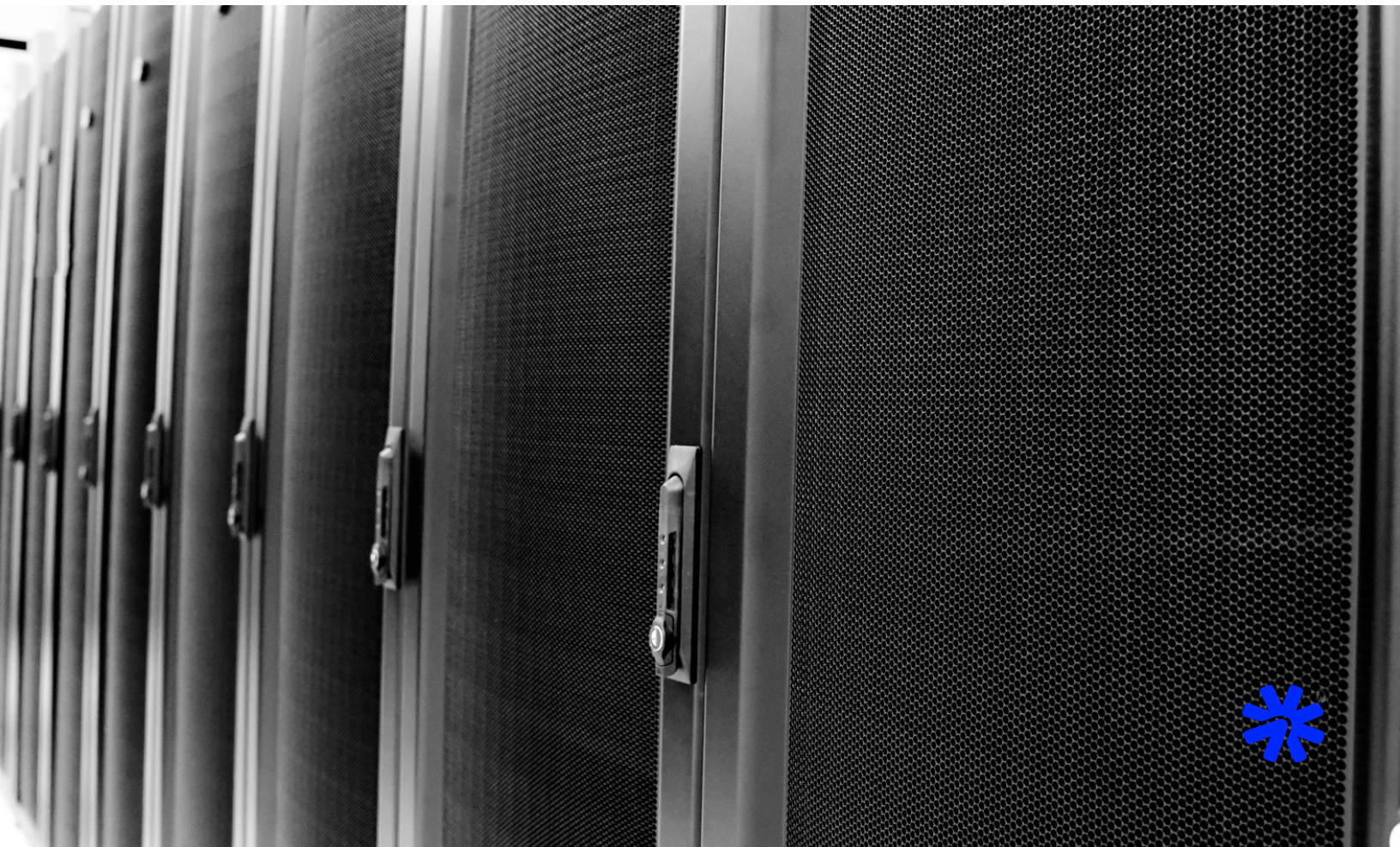
Results

Seamless Migration and Exceptional Support Exceed Expectations and Leads to Continued Partnership

US Signal's co-location services exceeded NeoPollard's expectations. The US Signal team's proactive approach and commitment to excellence tackled every challenge, and delivered a secure and stable environment for NeoPollard's operations. The migration was completed successfully despite power connection challenges, thanks to hands-on support from US Signal's staff, whose dedication has fostered a strong partnership. Helping make US Signal the preferred choice for NeoPollard's future projects. When asked for feedback on their experience with US Signal, the NeoPollard team reported that they were particularly grateful for the

exceptional contributions of US Signal's internal experts whose experience and support made this a standout experience. This positive outcome has led to continued partnership with US Signal, with US Signal now having the privilege of providing NeoPollard Interactive with their Microsoft 365 Licensing and Support.

> "They exceeded our expectations. At each hurdle we encountered there was someone at US Signal there to help us and go beyond our expectations."
>
> **- Jay Whitmore, Director of IT Security**

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.

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