

Springfield Printing & Graphics (SP&G) Springfield, Virginia

Services:

Cox Business InternetSM
Cox Digital Telephone[®]

"Cox Business Services provides faster response with a local 'can-do' flair."

Meredith McDanal-Piemme
Owner
Springfield Printing & Graphics

SITUATION:

For a small business, Springfield Printing & Graphics (SP&G) knows how to think big. This family-owned, award-winning commercial printer has been serving clients throughout the United States for the past 20 years. It is one of the few small printers in Northern Virginia to use "direct to plate" technology to increase efficiency and foster better environmental standards.

SP&G relies heavily on its communications services to handle projects quickly and efficiently. The company uses an FTP server to download and upload large customer files. It also uses voice service to handle customer calls and voice mail.

According to owner Meredith McDanal-Piemme, SP&G had been using one communications provider for Internet service, one for local phone service and yet another for long distance, obviously not the most cost-effective solution. Plus, the company was having major problems with its Internet service. "We had experienced several network outages and unreliable customer service," Meredith said. "Even worse, the DSL speed we were getting was equivalent to dial up."

SOLUTION:

Meredith had been using Cox residential cable, phone and Internet services at home for over three years, so was very familiar with our services. She visited our Web site, then called us to see what we could do for SP&G.

We recommended Cox Business Internet 1.5Mbps/384, plus Cox Digital Telephone with three phone lines, one fax line and one toll-free line, along with the expanded feature package. Due to SP&G's storefront location, Cox undertook a construction project to build out the retail shopping center. Our Inside Sales department partnered with Outside Sales to facilitate this process.

RESULTS:

After six months with CBS, Meredith did a cost comparison and found that she was saving 23% on Internet service and over 45% on phone service. Plus, Cox's faster Internet speed has helped SP&G more efficiently serve its customers' needs.

In addition, Meredith is pleased with Cox's overall customer service. "They've resolved any issues we've had quickly and professionally," she said. "Cox Business Services provides faster response with a local 'can-do' flair."