



A CASE STUDY

Atlantech Seamless Transition from Cisco Broadsoft to Crexendo®

The Introduction

Transitioning an entire organization to a new platform is challenging and daunting for any business, especially one that government agencies rely on for their communications. Telecommunications carriers don't make the decision lightly for fear of issues arising along the way.

However, for those who find the right partner, the transition can be a seamless one.



In 2020 and 2021, Atlantech Online faced an end-of-life situation with their Cisco soft switch solution and decided to make the move to a new class 5 switching solution and desired enhancements over certain features of their current platform. Atlantech evaluated all the best of breed solutions on the market and zeroed in on one platform as the prime candidate.

Atlantech spoke to peers they held in high regard, and most raved about the reliability of Crexendo's NetSapiens® Platform. Atlantech listened and went on to perform an array of rigorous testing scenarios to ensure it was the right fit for them.

Their team was incredibly thorough and conducted a complete analysis of the platform's offerings. Each test they performed returned with flawless results, and they were more than satisfied with what they saw.

The Company

Atlantech is an Internet Service Provider (ISP) and Colocation Facility Provider that's been operating since 1995. Their primary services consist of providing Colo, fiber broadband, telephone, and data center services.

They added voice services 15 years ago, and serve 60-70 thousand end users, consisting of B2B and government services. Atlantech also leases dark fiber to business campuses, and then lays fiber within campus, with 100 Mbps to 10 Gbps internet connectivity being the most common services delivered to customers.

The Problem

When Atlantech's voice business began, their first voice platform was a MetaSwitch, which they had for a few years, and it was a shared platform with another partner.

As Atlantech grew, they needed something they could control, and scale for their customers' needs.

VoIP Logic offered a platform that was flexible, allowing Atlantech the platform control they were seeking. They made the executive decision to migrate to VoIP Logic and enjoyed a successful relationship.

Eventually, VoIP Logic was acquired by BroadSoft, who was then acquired by Cisco. Shortly thereafter, Atlantech was notified that the platform they were using was being "end-of-lifed" and Atlantech would need to migrate all customers off of the switch.



Atlantech needed a reliable platform to satisfy their high-profile customers' needs. After hearing numerous positive reviews about Crexendo's NetSapiens® Platform from others in the industry, they put the platform to the test.

The Solution

Before their search, Atlantech looked at a few options they could run themselves. They initially looked at 2600Hz, and Freemium. However, they honed in quickly on Crexendo's NetSapiens® Platform. They had solid relationships with others in the industry who were very excited about the reliability of the platform and all they could accomplish with Crexendo®.

With a customer base consisting of fire departments, police departments, and many other governmental agencies, they needed the **highest-quality, most reliable, and redundant solution available**. They sought security and simplification, so they did a complete analysis of the features Crexendo's NetSapiens® Platform offers.

President Ed Fineran mentioned on a call,

“We did extensive testing on the platform, and everything turned out how we expected – perfectly.”

Fineran had more to say about the platform.

“I want as many people as possible to buy into Crexendo's NetSapiens® Platform so it continues its rapid growth and is around forever.”

Atlantech currently has 70,000 current end-users, and Fineran mentioned another aspect of the platform he loves is the sessions not seats model they employ.

“Another reason I love the platform is the pricing model of sessions – not seats. Only paying for peak active calls means a much higher margin than any other platform on the planet. The reliability of the system they've put together is unparalleled,” according to Fineran.

Downtime is not an option when offering services to an organization that supports governmental agencies, and Crexendo's NetSapiens® Platform gives them peace of mind that it'll function 24/7, 365 days a year without issue.

“Another important aspect for Atlantech was that the platform needed to seamlessly integrate with Microsoft Teams. Crexendo® knocked this out of the park, and this integration has helped us grow immensely.”

Crexendo's NetSapiens® Platform has been a game changer for Atlantech. In their 27 years of service, it has been one of the most pleasant business partnerships they've been a part of, and the results speak for themselves.

The Result

The result has been a resounding success. In fact, Fineran describes the migration to Crexendo's NetSapiens® Platform as “extremely successful.” He reiterated several times how reliable the new platform is and the few issues they've run into thus far.

While no migration is perfect, he mentioned that if they cannot resolve an issue themselves, the team at Crexendo® has been there to help. If the engineering team can't solve a problem, they put them on a future release roadmap, demonstrating their attention to customer success.

“Accessibility, accessibility, accessibility. Crexendo® provides exceptional service, but what really separates them from the others is their customer service. Their executive team and engineers go out of their way to answer questions and find solutions. They're responsive and caring, unlike others we've worked with in the past. They listen to what you have to say and find the best way to resolve it. Choosing their platform was the best choice we've ever made as a partner. Great service is a given, but moving to their platform gives us accessibility to decision makers, whether that's executives, or engineers.” — Fineran.

The Final Result

The final result? The platform gave Atlantech everything they have ever needed – **control, reliability, stability, accessibility, and a platform they can run themselves, keeping control of their customers.** It allows them more visibility and control over their system configuration and functionality.

Atlantech can feel comfortable knowing they are in good hands. They have access to moderated forums where users can interact with each other and Crexendo's specialists on various topics related to the platform and can always stay in the know.

Organizations need a high-quality and reliable platform to remain competitive in this market. Which led Atlantech to Crexendo's NetSapiens Platform, which has yielded remarkable results and will keep them on top for many years to come.

Suffice it to say, after various unnecessary migrations at the hands of giant corporations that are more concerned with their stock price than customers, Atlantech has found their forever home.

Our knowledgeable staff members are here to guide you in the right direction. [Contact our team](#) and request a demo to see why our platform is the fastest growing in the United States and why three million users trust us to power their business.

Want to learn more? Talk to a consultant.

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