



## Nextiva Success Story

### Organization

Nextiva

### Industry

Small-business VoIP communications

### Business Need

Colocation and IP connectivity solutions

### Internap Solution

Colocation services combined with Performance IP™ leveraging Managed Internet Route Optimizer™ (MIRO) technology.

### Results

- Grew their customer base to 29,000 small and mid-sized business customers without a single network-related issue.
- Improved overall customer satisfaction by dramatically decreasing call quality issues.
- Delivered a clear and reliable enterprise quality business VoIP platform.

“Since partnering with Internap, complaints from customers about call quality issues have dramatically decreased, and overall customer satisfaction has improved, too.”

Joshua Ian Lesavoy  
Nextiva  
Vice President of Carrier Operations

### Customer Overview

Nextiva, Inc. is one of the country's leading providers of business VoIP communication solutions, serving thousands of customers in more than 85 markets nationwide. Nextiva's Complete Digital Phone System is a next-generation communications platform that gives entrepreneurs big-business phone features at small-business prices. Nextiva engineers each of its products and services to give small business owners advantages previously available only to larger corporations.

### Business Challenge

Nextiva's goal is to build lifelong relationships with customers. They were unable to resolve bandwidth issues prior to officially launching their services thus jeopardizing their ability to achieve this mission. The company tried partnering with different providers to solve these bandwidth problems, but continued to receive floods of complaints about latency and packet loss.

### Solution Requirements

After attempting to work with two different providers without any marked improvement in performance, Nextiva sought a partner that could guarantee 100% uptime and reliability for its hosted IP PBX solution, so they could guarantee the most reliable service to their customers. The ability to leverage multiple carriers for backup and combined with Internap's blended IP and colocation solutions, appealed to Nextiva.

“We needed a partner that understood the type of reliability we were looking for. We chose Internap because no one offered a blended IP solution like they did, and Internap has been true to its reputation in terms of that reliability.”

Joshua Ian Lesavoy  
Nextiva  
Vice President of Carrier Operations

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.

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### Solution Benefits

Now, every single phone call that traverses Nextiva’s network goes in and out through Internap. In three years, the company has gone from 0 to 29,000 small and mid-sized business customers, without one single network-related issue. In an industry where the network is the foundation for success, guaranteed reliability is the key to continued growth and steady customer satisfaction.

Since partnering with Internap, Nextiva has experienced many benefits, including:

<b>Reliability</b>	Internap’s industry-leading SLA supports 100% uptime while maximizing network performance, availability and reliability. Nextiva can pass this guaranteed service along to their business customers, ultimately increasing end users satisfaction.
<b>Scalability</b>	As their customer base grows, Nextiva was able to quickly and easily increase their power requirements and performance without expanding their data center footprint through Internap’s scalable, high-density colocation facility.
<b>Technical and Customer Support</b>	Nextiva can trust Internap’s technical support and security staff to be available on-site 24/7. All their technical issues have been quickly resolved through Internap’s award-winning Network Operations Center.
<b>Security</b>	Digital video cameras, on-site security staff, electronic key cards and biometric scanners at Internap’s secure colocation facility protect Nextiva’s equipment 24/7.
<b>Flexibility</b>	Internap’s IP and colocation solutions give Nextiva the flexibility to fine-tune their bandwidth, delivering crystal-clear VoIP calls to their end users.
<b>Convenience</b>	Partnering with one provider for both IP connectivity and colocation solutions makes keeping up with its network a breeze for Nextiva.

### Bottom Line

By partnering with Internap, Nextiva’s communications platform runs on reliable, proven and highly scalable technologies. The company can confidently offer businesses affordable communication solutions that have it all: ease of use, manageability, scalability, reliability and unparalleled enterprise-class functionality.

Since working with Internap, complaints from Nextiva’s customers about call quality issues have dramatically decreased, and overall customer satisfaction has improved, too. Thanks to Internap’s colocation and IP solutions, Nextiva has achieved its mission to build lifelong relationships with customers by guaranteeing 100% reliability, which translates into 100% customer satisfaction.

### Why Internap?

Transform your IT Infrastructure into a competitive advantage with IT IQ from Internap, intelligent IT Infrastructure solutions that deliver unparalleled performance, availability and support. Since 1996, thousands of enterprises have entrusted Internap to deliver their online applications across our platform of connectivity, colocation, managed hosting and cloud services.

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.  
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