

Alliance Managed Broadband Service

Alliance's Managed Broadband Service® (MBS) solves the challenges associated with cost effectively deploying broadband services across multiple sites.

Increasingly, companies are meshing Internet and other forms of connectivity into their WAN infrastructure. To capture the cost and performance improvements sought, companies frequently need to use the services of multiple carriers and product types.



With Alliance's MBS, businesses gain the benefits of broad geographic

coverage without the typical integration challenges. Alliance orders, installs, supports, and bills all services across all your sites while leveraging the networks and products of many providers.

Alliance assists clients through our integrated design, site pre-qualification, cost estimating, provisioning, management, end-user support and billing processes focused solely on WAN needs. Alliance further adds value to the process by applying "client-defined criteria" to our design and pre-qualification process. Alliance helps businesses transform broadband services from a service to a solution.

Alliance takes ownership of every step in the process while using customer provided criteria to guide our actions. The criteria drives our pre-qualification, installation, help

desk, and billing processes to ensure customer needs are served.

Decision Rules – Alliance utilizes a "decision rule" based process to maximize value. With the customer, we establish the criteria to guide the pre-qualification and selection process. Value is maximized by factoring availability, reliability, bandwidth, and cost into the selection process.

Help Desk – By centralizing help desk services, Alliance eliminates the frustration and confusion associated with multi-carrier networks. Alliance takes ownership for resolving all service related issues and applies an escalation process to improve response times.

Consolidated Billing – Alliance consolidates all carrier invoices into a single invoice to reduce the administrative burden and provide better cost control. Alliance also offers many advanced billing services to further simplify the process (e.g., cost allocation, trend reporting, auditing).

"We have benefited from your single point-of-contact approach to manage all our various service providers across all of our locations. We rely on Alliance to quickly cut through any confusion and get our problems resolved quickly."

Tommy Zoghby, CFO
Volkert & Associates

Through our Managed Broadband Service, clients get the benefit of an integrated solution while leveraging multiple carriers to optimize site coverage, improve reliability, and manage cost.