

Time Warner Cable Business Class Delivers Award-Winning Service for Hollywood's Biggest Awards Show

BACKGROUND

DuTEL Telecom, Inc. spends most of the year providing seasonal and short-term communications services to movies, special events and television shows all over the U.S. Its client list includes some of the biggest names in Hollywood, including the Academy Awards, MTV, Dick Clark Productions, Warner Bros. Television, American Idol and the Miss America Pageant.

Before becoming a Time Warner Cable Business Class (TWCBC) customer, "we were very unhappy dealing with our previous provider, AT&T," said Craig Hines, DuTEL's General Manager and CFO. DuTEL wanted to replace AT&T with a communications provider that would provide them with higher customer satisfaction and support their daily operations and most importantly their largest and highest profile client, the Academy Awards.

Having worked in the Hollywood community for more than two decades, Hines has an extensive referral network. When Hines received positive feedback for TWCBC from a trusted IT source at the CIM Group, a real estate firm, "it just seemed like it made sense," Hines said. He had heard that [TWCBC] was "getting real positive feedback... they're a big company that handles stuff all across the country".

SOLUTIONS

The TWCBC solution for DuTEL's main office includes an up to 10 Mbps Dedicated Internet Access (DIA) circuit delivered via fiber-rich optic network. The TWCBC network provides a low latency, scalable and reliable platform which is perfect for DuTEL's critical business requirements that include large multi-media file transfers.

The exceptional service and support of DuTEL's daily business operations prompted Hines to award TWCBC the incredible responsibility of supporting the 85th Academy Awards, a client with unique challenges and complex network requirements.

Right from the start, installation and setup of services went smoothly. TWCBC provided personnel on-site throughout the critical hours before, during, and after the show to address any possible issues and to make sure that all of DuTEL's needs were met.

"The system went in, and it went in fast," Hines said. "The guys who installed it were great." Hines added that "the DuTEL team was very impressed. During the Awards show, we didn't feel like we were flying alone."



Craig Hines

General Manager & CFO, DuTEL Telecom, Inc.



"The guys who work for me have been very impressed that during the Academy Awards, we didn't feel like we were flying alone. We needed a provider who could meet the needs of a very special event and also offer us a good price the rest of the year. The flexibility and the ability (of TWCBC) to think on their feet have been impressive from day one."

- Craig Hines

General Manager & CFO, DuTEL Telecom, Inc.

RESULTS

TWCBC's technologically advanced and affordable DIA solution provided up to 300 Mbps of bandwidth scalable to full rate 10 Gbps. This was a win for DuTEL because it helped enable their team to deliver a reliable, scalable and secure network at the premises.

On the night of Awards show, the bulk of the bandwidth was devoted to ensure real-time media coverage of the event. With hundreds of reporters and media representatives from all over the world at the awards, TWCBC's fiber circuits were the lifeline between photographers inside the venue and photo editors around the world, transferring high-quality images needed for critical live website updates and newspaper, magazine and editorial coverage. The high capacity, reliable fiber connectivity also enabled the Awards show team to send files to an off-site editing house during the build-up to the program. The files were edited and seamlessly inserted back into the program.

TWCBC's network capacity and scalability inspired more innovation from DuTEL's engineering team – for the first time, the team was able to set up reliable wireless access points for the backstage campus. This allowed staff and guests of the Awards show to collaborate and communicate at speeds of up to 300 Mbps without a single hiccup.

"It was the first year that there was never an urgent phone call so I had to call and ask, 'is everything okay?'" No news was certainly the best news and a great first for the DuTEL team.

Hines has been extremely pleased with his local sales team and overall TWCBC's willingness to go the extra mile to meet short deadlines and stringent technology requirements of the entertainment industry.

"It's (Awards show) only one month a year, which is kind of an unusual situation," Hines said. "We needed a provider who could meet the needs of that very special event and also offer us a good price rest of the year. The flexibility and the ability to think on their feet have been impressive from day one."

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About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable (NYSE: TWC), offers a full complement of business communications tools to small-and medium-sized businesses and enterprise-sized companies. Its phone, Internet, Ethernet, cable TV and security solutions are enhanced by award-winning customer service and local support teams. Through its NaviSite subsidiary, the Company also offers managed and outsourced information technology solutions and cloud services. Time Warner Cable Business Class was founded in 1998. Today, it serves approximately 550,000 business customers throughout Time Warner Cable's markets.