

# iBridge Cloud Technologies

A custom cloud provider recovers lost time and increases availability

## iBridge Cloud Technologies

[www.ibridgetechnologies.com](http://www.ibridgetechnologies.com)

- Serves private and public sector customers throughout the western US
- Specializes in custom cloud and hybrid solutions for SMBs
- Prides themselves in finding right-fit solutions for every client



### Challenges

- Lack of reliable connectivity caused constant outages
- High latency and poor performance issues
- High mean time to resolution (MTTR) led to a poor customer experience

### Solutions

- Lumen® Wavelength Solutions

### Results

- Fewer outages improved customer experience
- Minimal maintenance windows means less downtime
- Greater bandwidth, lower latency and improved performance



“ It comes down to four basic things: professionalism, quality, reliability and cost. And in all four of those areas, Lumen fits the bill.”

— Chuck Best

Chief Operating Officer, iBridge Cloud Technologies

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## Challenge

### Improving performance for virtualization clients

Every company wants to grow, but successful expansion hinges on overcoming infrastructure demands. For iBridge Cloud Technologies, a leader in cutting-edge data center solutions across the western US, meeting their growing client base's needs revealed a critical challenge: their network was at capacity.

Providing a wide range of custom cloud and hybrid solutions to large private and public sector customers, iBridge Cloud Technologies needed more bandwidth and less latency to continue serving their customers at the same high standard they'd done for years.

"We lacked reliable, reasonably priced and well-supported low-latency connectivity," says Chuck Best, Chief Operating Officer for iBridge Cloud Technologies. "If we're not providing [customers] with a high degree of service, the impacts are great and widespread. Without a minimum of a good customer experience, we're not doing our job."

Reliable, flexible, cost-effective connectivity could only come from the right connectivity partner.

## Solution

### Dedicated connectivity infrastructure that maximizes uptime

The answers came from Lumen Technologies. Lumen® Point to Point and Wave services provided iBridge Cloud Technologies with the stability and low latency required for their virtualization clients. They also rely on Lumen® Wavelength Solutions, to help ensure they have the hardware and software necessary to maintain and expand their services as necessary.

Apart from the technologies, the dedication of the Lumen team also impacted iBridge's decision.

"The Lumen team cares about your customer's experience, and so that's a huge deal, and it's a big reason why we chose Lumen Technologies," Best says.

Not all connections stay up 100% of the time, but when there are issues, Lumen handles them promptly. Working with a company that delivers a high-quality product and that cares about the client experience has made a big difference for iBridge. Reliable infrastructure, great service and a customer-first ethos that mirrors that of

iBridge make Lumen an excellent partner.

### Lumen Solution Set

- [Lumen® Wavelength Solutions](#)

## Results and Future Plans

### Leveraging AI, machine learning and automation

The iBridge engineering team has regained time, energy and revenue previously lost when dealing with outages and other priority one events. Fewer outages mean the engineering team can dedicate their time to exciting projects that will move the business forward.

They've experienced positive growth, and as Lumen continues to develop solutions that make use of new technologies, iBridge will continue to incorporate them.

"With the proliferation of AI and machine learning, the way that we are going to provide value is to be able to use and take advantage of those powerful tools and apply them to our systems," Best says.

Lumen Technologies enables iBridge to offer better continuity between their holistic customized approach and the systems, software and connections underlying it. That — and their human touch — gives them the edge in the industry.

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