

# National Association of Tax Professionals

In 2008 the National Association of Tax Professionals (NATP) was renovating a building to serve as its new headquarters in Greenville, Wisconsin.

But...there was a sizeable stumbling block in the construction process:

- ➔ many major telecommunications providers don't cover the geographic area;
- ➔ others only delivered limited service.

The efforts to get Internet and phone service to the new location were further thwarted by:

- ➔ the lack of responsiveness from major carriers;
- ➔ exorbitant pricing for provisioning service.

After NATP identified a major provider that offered service to the industrial park, the IT team began working on a timeline and budget to get copper to the building. The team pushed to get the project started and to establish a completion date, but progress was painfully slow.

## That's when NATP heard about Nsight Telservices.

NATP called Nsight Telservices and was pleasantly surprised when the phone call was answered by a person versus an automated attendant requiring navigation through a long menu of options. NATP and Nsight Telservices quickly partnered to bring wire to the facility ahead of schedule and at reasonable cost.

A few years later when Nsight Telservices announced plans to bring fiber to the remote area, NATP seized the opportunity to increase its bandwidth. With a high-trust level already established, IT manager Jerry Sparkman hopped on board before Nsight even began the fiber build-out. Nsight's exceptional customer care, project coordination and delivery of service demonstrated the company's commitment to excellence, and Sparkman was eager to again join forces with Nsight Telservices.

In fall 2013 Sparkman's team worked closely with Nsight Telservices to turn up the fiber to NATP. According to NATP's IT manager, communication was superb before, during and after the project. The cutover from copper to fiber for Internet and phone



**Jerry Sparkman**

IT Manager

National Association of Tax Professionals

services was equally smooth. Although the NATP and Nsight teams were prepared to work until midnight to complete the process, the turn-up was actually very quick and wrapped up in less than three hours.

NATP notes that while service problems are quite minimal, the IT team appreciates having a dedicated account manager at Nsight, as well as technical support for troubleshooting.

Sparkman summed up his experiences with Nsight Telservices:

“The company sets high expectations and consistently delivers.”

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