

STELLAR CONNECT

Onestop Internet

Technical Difficulties

Onestop Internet is an e-commerce partner offering performance marketing, warehousing and fulfillment, and more to a wide variety of leading brands, including Juicy Couture, 7 For All Mankind, True Religion, CamelBak, and Louisville Slugger. Their primary connection was down between their warehouse and data center and they needed to get it up and running — quickly.

Beyond the Call of Duty

Onestop is a longtime customer of Stellar Connect. Stellar Connect helped Onestop implement voice and data solutions for all of their locations, including the primary data circuit between the warehouse and the data center — and the crucial backup circuit. When Onestop's primary connection went down, Stellar Connect jumped on the case immediately, engaging all of the companies who could potentially be involved in the outage to pinpoint the root of the problem. It was complicated; Stellar Connect was on the phone for 50-plus hours, managing the troubleshooting project until the issue was resolved.

Crisis Averted

According to Clayton Wagner, director of information technology for Onestop, Stellar Connect's persistence was critical

in ensuring the company avoided losing contracts with clients and preventing costly, time-consuming provider turnovers.

"Without Nanette staying on phone like she did, it would have taken us weeks to figure things out," said Wagner. "The warehouse is our lifeline, and not being able to ship for a couple of weeks would have been a really big problem for our clients."

Plus, quickly resolving the outage ensured that Onestop's warehouse employees didn't feel the financial strain of missed workdays.

First Day and Every Day

The value of Stellar Connect's partnerships with its customers last long after implementation is complete, and Onestop's experience is a great example of the value Stellar Connect provides throughout its business relationships. Sometimes things go wrong, and when they do, it's important to have an advocate that speaks the language and has experience navigating the pathways of support within the telco.

"Nanette really stuck with us on this thing," Wagner said. "I would never expect a third party to stay on the phone with my people and manage such a process like she did."

"Stellar Connect always makes things very personal — I feel like whenever I call they make themselves readily available. They really listen to my issues and try to come up with solutions."

**— Clayton Wagner,
Onestop Internet**



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