CUSTOM BUILT:
BUSINESS ETHERNET DATA NETWORK

NEESER CONSTRUCTION DRAFTS A BLUEPRINT FOR SUCCESS WITH SCALABLE I.T. SERVICES AND RELIABLE NETWORK PERFORMANCE

After 40-plus years and hundreds of projects, Neeser Construction has formed a reputation as one of Alaska's leading general contracting firms. Clients throughout the state, and Lower 48, look to Neeser Construction to deliver quality and excellence in its design-build projects — whether it's a new school in a remote fishing village or a high-security Department of Defense facility.

With growing demands, Neeser Construction needed to improve productivity and maintain its reputation for excellence. The problem? A scattered workforce unable to communicate and share critical business files among the central office in Anchorage and multiple construction sites. Luckily, Alaska Communications was on its team.

NEESER CONSTRUCTION INC.
Anchorage, Alaska

CORE PRACTICE

Full-service, design-build contracting firm

BUSINESS NEEDS

Reliable connectivity, scalable IT services, and network security

SOLUTION

Multi protocol label switching (MPLS) hub-and-spoke (EME) private network, high-speed connectivity and cloud applications with Business Ethernet

BUSINESS VALUE

Significantly improved operations and communications while reducing overall IT risks, expenses and challenges

SOLUTION: A SEAMLESS, HIGH-BANDWIDTH NETWORK

In January 2016, Alaska Communications introduced a scalable data networking solution and Business Ethernet, which offers the best performance for the most complex network environments. Business Ethernet ensures cloud access to performance-sensitive applications while providing network services with the highest reliability to the most users, across the largest footprint. The solutions were just what Neeser Construction needed, addressing challenges like the ones on the following page.

RELIABLE CONNECTIVITY — Because crew in the field needed to frequently retrieve and share large, complex data files (like architectural drawings, 3-D models, contracts, permits and financial records), Neeser Construction's network had become congested and unable to accommodate demand. Plus, users weren't able to reliably send back updated versions, so employees were left guessing whether they were working off the latest, most up-to-date files. This opened the door for costly construction errors.

The Alaska Communications team installed a hub-and-spoke Enhanced Metro Ethernet (EME) private network as well as Voice over Internet to a number of Neeser's work sites. This network connected Neeser Construction's main data center to each of its remote sites, allowing staffers to operate as though they all were based at the central office. Retrieving files from the main server was a breeze, and communications improved.

INADEQUATE I.T. SUPPORT — Neeser Construction's one-man IT department, Office Systems Manager Rusty Musick, was literally being pulled in too many directions.

Previously, he'd have to make weekly visits to each site, often spending 1–3 hours on routine tasks such as running Windows updates, checking for viruses and ensuring all computers and devices were working efficiently. This became a nearly impossible challenge when he faced 6 site visits — and had to endure an 85-mile drive (one way) to a site.

Today, Musick saves countless hours by performing routine back-ups and maintenance from the central office data center.

Plus, he can turn to his virtual staff — Alaska Communications' 24x7 support team — for help whenever he needs it.

He recently tapped the virtual team when a site began experiencing slow speeds. Alaska Communications was able to troubleshoot a hardware issue and dispatch a technician to fix the issue that day, ensuring minimal business interruption.

DATA AND NETWORK SECURITY — Another huge relief and time saver for Musick: the security provided by MPLS. Because traffic is isolated from the public Internet and other users, it's protected from such security threats as virus and malware attacks from the Internet. In fact, he's seen virus and malware attacks drop nearly 95 percent since Alaska Communications installed the MPLS.

What's more, should a network emergency occur at one of the construction sites, Alaska Communications can automatically reroute traffic to other locations. This ensures that Neeser Construction doesn't experience business interruptions — and Musick doesn't have to physically intervene to redirect network traffic.

INCONSISTENT BANDWIDTH — The MPLS solution also delivered a staggering increase in bandwidth. And, Neeser Construction also has the ability to adjust bandwidth speeds according to needs at specific locations.

This eliminated any need for expensive and time-consuming point-to-point provisioning. And it enabled field staff to work efficiently with access to current critical business files.

OUTCOME: A SOLUTION TO GROW INTO

Alaska Communications has been a critical partner to Neeser Construction for more than 11 years, offering affordable solutions to boost productivity and operations. Knowing that these latest two solutions offer limitless, flexible possibilities gives Musick peace of mind.

For large projects or to accommodate the influx of seasonal staffers, he can simply alert Alaska Communications and scale up his bandwidth and speeds for as many months as needed. Previously, additional contractors bottlenecked the network and caused some complex files to take an hour to download. Today, these files download in mere minutes.

Since Neeser Construction added voice and video to its suite of services, Musick doesn't have to worry about staying on top of all the options. Instead, the Alaska Communications team is on the clock 24x7x365, monitoring his network and identifying areas for improvement.

"It's great having a scalable solution and not having to just limp along. We have the full capability to do anything we want now and in the future."
—Rusty Musick, Office Systems Manager, Neeser Construction

Learn More:
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