

LEISURE CARE, LLC

“New Edge’s staff has a higher level of technical training and is more knowledgeable than any other provider we’ve worked with.

As a result of this level of service and professionalism, we have chosen them to be our provider for all our domestic sites.”

Steve Buxton ■ Director of IT
LEISURE CARE, LLC



“It’s Like Having Our Own Private IT Staff”

Leisure Care prides itself on managing world-class retirement communities. They deliver lifestyle-enhancing services to over 4500 residents and their family members. Of course, consistently delivering this exceptional service takes the full cooperation of each and every department, including IT.

So when the growing business needed to upgrade to a wide area networking solution, they needed a service that was quick and easy to implement, and didn’t drain the existing resources and time of the IT department. That’s why they chose a Managed Virtual Private Network (VPN) from New Edge Networks.

The New Edge Networks Solution

With 30 communities in eight states and Canada, and plans to open more locations soon, the IT staff needed to leverage their time to support each individual office. Configuring and reconfiguring routers at new locations alone took up a great deal of time, and their current service was constantly being hit with Internet disruptions.

The Managed VPN solution was perfect for Leisure Care. The VPN service met all the requirements: quick installation, the right level of security, scalable and extremely reliable, among other key benefits. New Edge’s nationwide network coverage and their ability to seamlessly add new locations meant service that could grow with the company. With special management options like web tools, network monitoring, and proactive fault notification, Leisure Care now has an outsourced IT solution that’s just as reliable and dependable as their own in-house staff.

The outstanding customer support that New Edge provided was even more important. In fact, they were particularly impressed by the knowledge and responsiveness of New Edge’s technical staff and customer care group.

According to Leisure Care’s Director of IT, the technical support from New Edge is unsurpassed by any other service provider. They also appreciate how personally New Edge’s staff takes their business concerns, and how quickly they follow-up on outstanding issues. As a result of this level of service and professionalism, Leisure Care chose New Edge Networks to be their provider for all their domestic sites.

New Edge Delivered

- Responsive, trained, and knowledgeable customer service and technical support
- One point of contact for service and support
- Rapid network provisioning
- Reliable service with guaranteed performance levels
- Security for sensitive data
- Managed Network Services (MNS)

Why New Edge Networks?

New Edge Networks, an EarthLink company, eliminates the inconvenience and complexity of managing multiple carrier relationships, technologies and geographies. We enable you to focus on your core business while we manage the broadband network infrastructure to stringent performance metrics. Our customers benefit from one seamless network, one provider and one point of contact.

Get Started

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