



CUSTOMER SUCCESS STORY

› **Company**

*Multiple Financial Services Inc.
mfsi-roch.com*

› **Background**

Multiple Financial Services Inc. (MFSI) is a diverse and well established general management company serving Rochester, Minnesota's third-largest city and the hub of the southeast region. MFSI's licensed staff works with residents and businesses to provide property management and commercial and residential real estate services.

› **Organizational Benefits Due to Arvig's Solutions**

+ Personalized, fast support from knowledgeable, local technicians

+ Network reliability to ensure maximum up-time



The credibility and reliability of the Arvig team gave me confidence that this mission-critical dimension of internet to business and residential users in this building would be best served by Arvig—all at a competitive price with a potentially scalable technology as our needs and new products emerge."

› MFSI's Challenge

MFSI specializes in finding the right fit for its customers, whether it's an apartment, single-family home, commercial office space, townhome or condominium. The business knows first-hand that in the real estate industry, what suits one tenant might not be a good fit for another. The same is true about business internet service, and in this case, one particular offer from a big-name service provider.

MFSI sought internet service with the bandwidth to support not only its office, but other business and apartment tenants in the building, a facility the company manages. A national competitor made an offer, but MFSI went with Arvig. Here's why.

› Arvig's Solution

The company needed a scalable solution that could keep up with the changing needs of the business as its new products and services emerge. As a building manager, MFSI had business users and its residential tenants to serve, as well.

Arvig delivered, providing a fiber connection—an upgrade over its previous T1 connection—with 100 Mbps symmetrical speeds at a price lower than the competitor. Cost, though, wasn't the only factor in MFSI's purchase. A higher level of service helped earn their business.

MFSI noted Arvig's transparency and technical credibility during the installation process. The Arvig team collaborated with the company in negotiations with a railroad before drilling a conduit under the tracks. The talks allowed MFSI to expedite a four-month review process by the railroad and resulted in granting an easement permit. Installation proceeded without a hitch—and the building was connected.

“Arvig staff was technically more credible and far more transparent. For example, they had to drill a conduit under a railroad track (for an internet installation). We collaborated on who to talk to at the railroad. Arvig allowed me to gently expedite the four-month review process by the railroad of the one-page easement permit to pass, and the installation went without a hitch.”

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