



Northwest Innovation Research Center

In order to maximize productivity for NWIRC's growing entrepreneurial community, Astound Business Solutions provided its award winning internet and voice solutions for "TheLab" - NWIRC's new, larger location. Now, their entrepreneurs get connected faster and stay connected reliably over multiple locations, using exceptional services delivered over Astound's high-speed, fiber-rich network.

About NWIRC

The NWIRC is an organization that works with entrepreneurs and inventors in Northwest Washington to identify the strategy, tools, and community resources needed to bring their products and business ideas to life. The Center benefits from partnerships with local organizations who provide valuable resources and access to information to help entrepreneurs succeed, including local Chambers, area colleges, economic empowerment groups and various civic organizations. Business leaders and experts play a major role by volunteering to share their knowledge and experience with the entrepreneurs.

The Challenge

NWIRC was opening a new, larger location that would house its newest resource for the entrepreneurial community, an incubation space known as "TheLab." TheLab serves as a collaborative work space where entrepreneurs, inventors and innovators access resources and support that are essential for transforming ideas into successful businesses.

- With a large number of entrepreneurs relying on the TheLab to get connected and stay connected, NWIRC needed a secure, high capacity, high-speed Internet solution.
- Large companies needed access to dedicated connections for their projects, or even the ability to integrate connectivity into their networks at HQ.
- NWIRCs required a robust and reliable phone system in order to integrate communications across multiple offices and provide savings.
- NWIRC has no IT Staff, so on-going consultation and quick customer service would be critical.

The Solution

- Fast, high-speed Internet delivered over Astound's reliable, fiber-rich network.
- Astound's cost-effective and efficient Hosted Voice solution to support NWIRC's multiple locations.
- 24/7 US Based local support and highly responsive customer service.

The Results

- Unparalleled speed and reliability to maximize productivity and efficiency for the many entrepreneurs and inventors who visit TheLab.
- A reliable phone solution without the high cost to enable employees to communicate more effectively.
- The ability to add additional locations with minimal impact on the organization.
- A communications partner who quickly responds to inquiries and issues minimizing any service disruptions.