

Client Problem

The client unexpectedly lost power and Internet service due to a downed power line. It took Georgia Power several days to restore electricity to the building, but even then, the client still didn't have Internet access. Having lost days of in-office work, they needed a quick solution to keep from losing even more time and money.

Our Solution

As a managed Internet provider, we deal with big box Internet companies so our clients don't have to, giving them 24/7/365 Internet support. Thankfully this client was already using our managed Internet services, and we used our close relationship with their ISP to repair the Internet connection the very same day.

End Result

The client was immediately prioritized for connection repair, and was able to resume business much faster than they would have if they had needed to haggle with an Internet provider on their own. No wasted time navigating a corporate phone tree and spending hours on hold; just fast, professional results.

About the Client

Boykin Edwards, Decatur-based Attorney at Law with over 3 decades of practice in the Atlanta area.

About Us

Founded in 1998, Digital Agent combines the latest technical innovations with old-fashioned service values. We love technology and solving the problems that come with it. Our passion for our industry combined with our genuine stewardship mindset puts our customers at ease.