

CUSTOMER TESTIMONIAL

TDS® High Speed Internet and Voice Service:

“We were looking for the strongest Internet backbone in the area to connect the two locations. TDS was the first one to come to the plate with a fiber solution that was affordable. The fiber option that TDS provided is exactly what we were looking for.”

Jeff Schultz, Technology Manager, O’Connell Pharmacy



The Customer

O’Connell Pharmacy is a family-owned business in Sun Prairie, WI. In business for 30 years, O’Connell has 51 employees and two locations: a retail pharmacy assisting customers with their prescription needs, and a location serving long-term care facilities including assisted living, adult family home, and residential care apartment complexes. The pharmacy offers 24-hour emergency service for long-term care facilities. The staff creates packs of daily meds, weekly/monthly medication boxes, and pre-prepared syringes to ease taking medicine for their customers.

The Challenge

The pharmacy experienced a lot of service issues and downtime from the previous service provider, which made doing business between the O’Connell locations difficult. Downtime is the most detrimental factor that a pharmacy could have – customers are waiting for prescriptions to be filled. Orders need to be placed to replenish stock.

Transfer of data within a specific time period between the two locations was often blocked because of overload on the networks. Critical business applications would not function. The pharmacy needed a more reliable, robust connection.

The Solution

TDS installed 100M x 100M High Speed Internet and voice lines at both locations. The High Speed Internet provided symmetrical upload and download speeds, making the transfer of data between pharmacy locations faster. TDS Voice service is clearer because TDS manages the traffic and prioritizes the voice traffic. The previous service provider’s voice service went out over public Internet and does not have the same quality.

The biggest difference: Internet over fiber eliminates downtime and service issues. Plus, O’Connell Pharmacy is saving \$85 per month, per location with TDS service.

The results: The two-business system can now be run as a one-business family. TDS is the right prescription for O’Connell Pharmacy.

“TDS understood our real world situation. The sales representative was phenomenally well-versed in all of the technology that I would expect from a provider. Other providers that we dealt with in the past were more focused on sales and not the actual technology of the business. The sales rep from TDS was very good in understanding the needs of the pharmacy and providing exactly what was needed.”

Jeff Schultz, Technology Manager, O’Connell Pharmacy

