



Another ONEBurbank Success Story!



ONEBurbank is a suite of BWP fiber optic services offered to Burbank businesses looking for exceptionally fast and reliable bandwidth. Visit **ONEBurbank** at **BurbankWaterAndPower.com/Fiber-Optics/One-Burbank-services**.

TechMD, Inc., founded in 2002 and located in Burbank since 2012, is a quality-minded audio and video design consultancy for some of the best names in the entertainment industry, including Walt Disney Imagineering, BRC Imagination Arts and The Hettema Group. President and Principal Engineer, Dave Revel, leads a team of more than twenty highly skilled professionals in designing world-class audio, video, and control systems for theme parks, museums and other large volume entertainment venues. Mr. Revel shares TechMD's experience with BWP's ONEBurbank fiber service.

When our company first moved to Burbank, we utilized the two major internet service providers for the area – one for our primary service, and the other as a back-up provider in the event of an outage. To our dismay, we experienced frequent outages, and the back-up service simply did not work. To make the situation worse, we found that both companies provided unpleasant customer service. The service troubles we were experiencing compromised our ability to do business and to continue growing our company. We had to find a real solution.

Our Operations Manager, Amy La Force, spent weeks researching alternatives. The providers she found required exorbitant start-up costs and could not guarantee service.

Then one afternoon, Amy picked up a copy of Currents and read an article just like this one which happened to feature a photo of a woman with a dog that Amy recognized from the neighborhood. It turns out that the neighbor was a ONEBurbank customer! Amy explored how ONEBurbank's fiber offerings could work for TechMD, and we have been with ONEBurbank ever since.

The installation went smoothly and the service people were quick and pleasant. For a small business like ours, the cost is a bit pricier than for other services, but ONEBurbank's reliability is worth every penny to us. Since our switch to ONEBurbank a year and a half ago, we haven't had so much as a second of downtime!

We welcome TechMD, Inc. as another satisfied ONEBurbank customer! Visit their website at www.techmdinc.com for more information.

Photo: Dave Revel, President, speaking with TechMD colleagues at their Burbank headquarters.