River North Business Association

RCN Business deployed high-speed Internet to an active business association in the heart of Chicago, providing above-and-beyond service for more than four years.

About River North Business Association (RNBA)
RNBA is a business trade organization comprised of hundreds of business members with a wide variety of needs. Its purpose is to promote the River North area as a top-of-mind destination for business activity, support local businesses, encourage economic prosperity and improve the quality of life within the community.

The Challenge
Access to reliable high-speed Internet was essential for the association to power its various IP-enabled applications. With no in-house IT staff to setup or manage its communications, RNBA also required on-going consultation, along with quick, effective customer service. This was most apparent when RNBA moved offices last year. Operating in a shared work space and using a common equipment room, RNBA needed its equipment to be well organized to ensure seamless access when addressing any issues.

The Solution
• Faster Internet delivered via a reliable, fiber-optic network
• Above-and-beyond, highly responsive customer service from a community-oriented team
• Local technical experts and dedicated account manager available 24/7, service as RNBA’s IT team

Results
• After consulting with RNBA, RCN Business installed a high-speed Internet connection directly into RNBA’s office allowing RNBA to effectively conduct member relations and provide hands-on customer service
• Working closely with RNBA, RCN Business has quickly responded to any inquiries and issues, and insured that downtime was minimal and non-disruptive during a move last year
• RCN Business organized and labeled all equipment and wiring in the shared office equipment room, making it easier to identify its equipment and resolve any issues
• RCN Business impressed RNBA with its community-oriented approach and has become an active member of the association

Why RCN?
RCN Business has provided reliable Internet and excellent customer service over the last four years. RNBA chose and has remained with RCN Business for the following reasons:
• Reliable, high-speed Internet
• Dedicated, expert team that provides 24x7 technical support and assistance
• Hands-on mindset and the ability to speak to a real person when needed
• Above-and-beyond approach that delivers peace of mind to this very active business organization
• Community-oriented values

“We have received highly reliable Internet service from RCN Business for over four years. It would be devastating to have a communications disruption, and so it’s essential for RNBA to have Internet service that we can count on. Our members always appreciate being able to reach us at any time, and with RCN Business, we have peace of mind they can do so.”

- SHARON ROMACK, PRESIDENT AND CEO, RIVER NORTH BUSINESS ASSOCIATION

RCN Business topped PC Mag’s Business Choice Awards for 2017
Ranked highest for overall satisfaction. Best overall Internet service. Highest ranking on value. And most likely to recommend.