![UScellular BUSINESS logo]

# STAFFING AGENCY USES RISK-FREE FAILOVER TO KEEP OFFICES OPEN AND CUSTOMERS HAPPY DURING OUTAGES

QPS Employment Counts on Internet Backup to Continue to Serve Job Seekers and Employers

## *Customer Profile*

**QPS EMPLOYMENT GROUP**
**EMPLOYEE OWNED**

**BUSINESS TYPE:**

For nearly four decades, QPS has provided permanent and temp staffing solutions, helping more than 7,000 associate employees find work each week.

**LOCATION:**

Headquartered in Brookfield, WI

**CHALLENGES:**

• Frequent primary internet outages impaired their ability to do the job, with offices at a standstill.

• During outage, had to close an office and move it 30-120 minutes away

**RESULTS SINCE LAUNCH:**

• Never have to close or move an office

• Avoiding overages with $90 monthly cap

**UScellular® SOLUTION:**

Risk-Free **Failover** with UScellular®, with a cap of $90 per month so offices don't go over budget

**What happens when your primary internet connection fails?**

Chris O'Connor, infrastructure manager at QPS Employment Group, knows firsthand what it's like to deal with an outage and scramble to get his offices back up and running to provide staffing for 500 businesses and jobs for 7,000 associate (temporary) employees each week.

"We've identified strategic branches where we have four to 10 users in an office, and that's where Failover has found its sweet spot for us," O'Connor said, adding that they deployed Failover in 20 offices—approximately half QPS's offices.

O'Connor says his team is considering adding Failover to several more offices, starting in Iowa where they may use them primarily for touchpad time clocks.

QPS has used Cradlepoint routers and the UScellular network to power their Failover solution since 2020, when they first tried it in a few offices and were "sold", adding more offices in subsequent years. In addition to time clocks, they use Failover to run computers and printers.

> "The real win is the fact that an office can continue providing service to our community and we don't have to turn people away during an outage."
>
> — Chris O'Connor

### *Life Before Failover*

Before Failover, the company had no solution for primary internet outages and would scramble to find other strategies, including moving or closing offices temporarily.

"In our world of staffing, we are a very in-person-type relationship-building organization. So, when an office doesn't have access to our systems, that really impairs their ability to do the job," O'Connor said.

"When the Internet goes down, that really puts that office at a standstill. We're here to connect people with the right job and they can't do that. We would have to close an office and move it to a nearby town sometimes half an hour, sometimes two hours away.

> "I have no reason to look elsewhere. We've been very happy with UScellular, and I like the service I get. It's been just a fantastic relationship as we've continued to find new ways to partner and bring solutions to our organization."
>
> — **Chris O'Connor,**
> Infrastructure Manager,
> QPS Employment Group

"So, in an effort to maintain continuity of service that we provide to our communities, to our associate employees, and obviously to be able to generate the revenue to keep me here, we identified that we needed to be able to keep our offices open, and that's why we chose Failover," O'Connor said.

Having experienced plenty of two- or three-day outages, especially in remote areas, O'Connor said they had to make the decision whether to invest in Failover.

"When you get to some of the remote areas, sometimes we'd have a full-day outage. It wasn't just half an hour hiccup. And when it was taking two hours for us to get an estimated time of restoration, well, now you're potentially looking at another four to six hours, where we could have decided to get our people to another office sooner. By investing in Failover, we were able to keep our office open," he said.

With Failover, QPS' offices have configured their firewalls to Failover. "If there's a failover event, it automatically switches over to the UScellular connection through the Cradlepoint router."

O'Connor says they have also used the UScellular network with a Cradlepoint router to power an office's primary internet connection. "Having that flexibility, we have yet to need to extend the antenna to the roof because we've always had a strong enough signal."

### *Saving Money with No Overage Fees*

Each of QPS offices pays no more than $90 per month for Failover, which maximizes the amount they spend even during extended Failover situations.

"I'm very appreciative of the $90 max because, as you can imagine, we have offices that have one person, and it could be three hours away from our next-closest branch. We need to keep them open.

"Running up a $2,000 cellular bill could sink their profitability for the entire month. So, it's nice having that $90 cap and knowing we're not going to submarine a branch's bonuses. It makes us not the bad guy to the branch for providing a solution that could impact their personal finances," O'Connor said.

"By investing in Failover, we were able to keep our office open."

— **Chris O'Connor**

## *Why UScellular*

Before QPS had **Failover** in place, UScellular was its primary Cellular plan provider. "If there's a need for connectivity that is a non-landline connection, we come to UScellular because of our long-standing relationship," O'Connor said.

He also credits UScellular for being the only cellular provider to bring the Failover solution to the table. "You brought it to us and I have no reason to look elsewhere. We've been very happy with UScellular, and I like the service I get. It's been just a fantastic relationship as we've continued to find new ways to partner and bring solutions to our organization," O'Connor said.

"The real win is the fact that an office can continue providing service to our community and we don't have to turn people away during an outage," he said.

To see how UScellular can help your organization, call **866-616-5587** or visit **our website.**