

TopBuild Upgrades Connectivity & Supports 300+ Locations With TailWind

The building materials installer/distributor was able to streamline their onsite support and add managed services for over 300 field locations, saving a vast amount of time and money.

The Challenge

TopBuild Corporation, a leading insulation/building materials installer/distributor headquartered in Daytona Beach, FL initially contacted TailWind to provide some small, secondary IT-related project support.

Over the years, TopBuild had grown more dissatisfied with their primary provider's lack of service quality and decided to make a change. TopBuild met with TailWind looking to fulfill a variety of connectivity and support requirements for all their field locations – and a new relationship was born.

TopBuild needed a dedicated provider to:

- Manage connectivity and be onsite for all 300+ locations
- Manage the different carriers, provide day-to-day circuit monitoring, and create a ticketing system for any problems that arise
- Consolidate services and billing for small carriers scattered throughout the country
- Replace their outdated networks at all 300+ locations with new technology, connectivity, and equipment – during the pandemic

Adam Smith, TopBuild's Senior Manager of Branch Operations said, "We knew trying to manage connectivity for over 300 locations was going to be a challenge, especially with hundreds of different circuits scattered throughout different carriers on our antiquated network."

"We needed a provider that could be onsite at each location to provide physical, on-hand support."

- Adam Smith, Senior Manager of Branch Operations for TopBuild

The Action

TailWind sent their knowledgeable, highly trained field technicians to all 300+ branch locations to replace equipment as needed and improve the quality of TopBuild's overall network. TailWind served as TopBuild's eyes and hands on the ground, so TopBuild's staff was able to complete a massive network overhaul on an almost completely remote basis. TailWind completed this major project in roughly six months.

Smith said, "Without our own service branch, we wouldn't have been successful in the amount of time TailWind was able to execute that project."

"Thanks to TailWind, my team is able to wipe our hands of day-to-day monitoring of circuits. They've freed up valuable time."

- Adam Smith

The Result

TailWind ended up providing both services and carrier-side assistance to TopBuild. Weekly meetings are now held between the two organizations and the interactions are efficient. TailWind also trained new TopBuild employees in house on specific areas of technology knowledge.

Tailwind now:

- Serves as TopBuild's single provider of techs in the field that visits all branch locations
- Handles 95% of TopBuild's commodity broadband circuits on the carrier side
- Serves as TopBuild's aggregator, so TopBuild now pays only one bill – making project management easy

The partnership with TailWind has freed up enough time to save TopBuild the equivalent of one FTE (full-time employee) and meet time-strenuous deadlines.



“TailWind is a good business partner. We present them with a problem, and they come up with a solution that fits our business model. They're here to help and lend a hand.”

- Adam Smith