

Corporate Profile**Company Name:**

Northeast Louisiana Workforce
Workforce Investment Board Inc.

Headquarters Address:

504 Stubbs Avenue
Monroe, LA 71207

Headquarters Telephone:

318-387-7962

Company Web Page:

www.laworkforce.net

Date Company Founded:

1983

Current Chair Person:

Martha Christon

Company Function:

Provide job search, placement and
training services

Number of Employees:

96 employees

Software Involved:

None

Technology Involved:

VPNs, routers, networking, multiple
DSL lines for small outlying regional
offices, and video conferencing

Contact Person:

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318-387-7962

Bayou Internet: A Household Name

NE LA Workforce, also known as the Workforce Investment Board for Ouachita Parish, is a division of the Louisiana Workforce Commission. The organization has provided job search, placement and training services to all of Northeast Louisiana since 1983. NE LA Workforce is a small organization with approximately 96 employees, whose main objective is to help 118,000 people living or working in Northeast Louisiana find satisfying employment by providing them with the tools necessary to locate, train and retain a skillful and prosperous job.

The Problem

NE LA Workforce organization has served people in Northeast Louisiana for more than 20 years and is always looking to advance its functionality to align with developing technology. NE LA Workforce relies heavily on the Internet for a variety of internal and external functions, including payroll services, job applications, Management Information System (MIS) background checks and conference call presentations. The organization needed a reliable Internet service provider to support their T-1 network connections, Virtual Private Networks (VPN) and multiple lines for small outlying regional offices. Geographic coverage also played a significant role in the selection of a service provider, because many regional offices are located in rural areas. NE LA Workforce's current Internet services contract had expired so the company decided to accept bids and evaluate three other local communication service providers.

"Bayou Internet has exceeded all of our expectations. The quality of service and support is unmatched, and there is a technical support representative on hand 24 hours a day, 7 days a week. Our account manager is even available around the clock to answer any questions I have. We couldn't have asked for better, friendlier service."

– Danny White
Program Services Coordinator
NE LA Workforce

The Decision

NE LA Workforce needed a provider that was reliable, always available for technical support, had networking capabilities, and was economical for a small organization and able to offer services to rural areas in Northeast Louisiana. The organization also needed multiple high-speed connections, VPNs and DSL lines for smaller regional offices. Finding a provider that met all these specifications was actually easier than the company had anticipated. Not only was Bayou Internet the most cost-effective solution, but Bayou successfully services rural areas throughout Northeast Louisiana, has excellent reputation for reliability, is able to provide robust networking abilities, and is one of the oldest and most established Communication Service Providers in the area. Bayou examined NE LA Workforce's individual needs and developed a package that would administer uninterrupted, superior service at the lowest possible price.

The Solution

After carefully analyzing the situation and the specific needs of NE LA Workforce, Bayou equipped the organization with four T-1 lines, multiple DSL lines for the smaller regional offices, VPNs, routers and a network that interconnected all of the parishes they serve.

The Results

NE LA Workforce signed a two-year contract with Bayou Internet and has recently fulfilled its first year of service. During this time, NE LA has had a noticeable increase in reliability and service. Since the implementation NE LA Workforce organization has had very little, if any, downtime with the T-1 connections, as well as minimal

downtime with the DSL connections. This flawless network performance allows systematic communication with other parishes in Northeast Louisiana, and with customers. "Bayou Internet has exceeded all of our expectations. The quality of service and support is unmatched, and there is a technical support representative on hand 24 hours a day, 7 days a week. Our account manager is even available around the clock to answer any questions I have. We couldn't have asked for better, friendlier service," says Danny White, program services coordinator for NE LA Workforce.

Bayou Internet and Northeast Louisiana Workforce share similar standards. Both have positioned themselves as leaders in their fields by providing customers with excellent service and support. Bayou's and NE LA Workforce's experience and longevity have demonstrated to the community that they are well versed in their respected fields and both have set expectations to serve the entire Northeast Louisiana community. Bayou has helped NE LA Workforce function more efficiently, so that it can focus its attention on serving the area's workforce.

Bayou's expertise and ability supersedes that of any other local communications provider in the 318 area code. The company's experience in servicing rural areas and ability to customize services to align with specific needs exemplifies its commitment to the community. Bayou Internet, the largest and perhaps oldest independently owned Internet and communication service provider in Northeast Louisiana, has become a household name in Louisiana 318, and it has proven it can withstand the test of time.