



## Case Study

# Cooperative Energy

## Powering the Future with RocketFailover®

Headquartered in Sibley, Iowa, Cooperative Energy Company has locally provided energy services for over 165 years. Offering an abundant number of services relating to propane, refined fuels, auto, lubricants, and energy specialists; Cooperative Energy does it all. Cooperative Energy strives to provide excellent products and services in a safe environment that will enhance the profitability of both patron and company. Located at 13 locations in 2 different states, Cooperative Energy proudly serves all of its communities.

### The Challenge

In today's world, there are numerous different elements that businesses rely on for success. More often than not, they all depend on reliable Internet connectivity to work well and keep business running smoothly. Therefore, experiencing downtime or an Internet outage as a business can be extremely challenging and disruptive to both staff and customers alike, and can result in very serious losses.

The same applies to Cooperative Energy, which offers services that depend on having a strong Internet connection to remain successful. Experiencing an Internet failure means consequences for all businesses, but for Cooperative Energy, it means their fuel pump point of sale (POS) systems can't process payments resulting in lost revenue. It also means their VoIP systems are down, and they can't call or be reached by consumers inquiring about service trucks or delivery trucks, resulting in a poor customer experience and loss in business.

To ensure that these consequences are avoided as much as possible, Akative knew that Cooperative Energy Company needed a backup Internet connection that would allow for seamless failover during Internet downtime.



## Cooperative Energy Company Continuity Requirements:

1. Reliable speed equipped for a high volume of POS transactions.
2. Integrate with existing network firewalls.
3. Automatic failover that requires no employee intervention and seamlessly integrates with their existing networks.

## The Solution

RocketFailover Complete Security™ was the ideal choice for Cooperative Energy Company. Complete Security is an advanced backup Internet solution that automatically routes traffic to your backup connection when the Internet goes down. In addition to seamless backup, it also offers network monitoring with iStatus®, giving supervisors the ability to look into their networks and have a full, in-depth view of any possible issues.

Having a seamless 4G backup Internet for VoIP phone traffic, POS systems, and other critical traffic can seem daunting or even impossible for businesses. However, that's where Complete Security comes in, solving these management issues with failover connection and iStatus network monitoring. Due to its advanced ability to control network traffic and prioritize traffic to function at its best capacity, Akative recognized how beneficial Complete Security would be for Cooperative Energy.



RocketFailover Complete Security Devices



## The Implementation

After our experts determined the ideal fit for Cooperative Energy Company, pre-configured devices were installed quickly and efficiently without disrupting daily operations. With Complete Security installed, Cooperative Energy can have peace of mind knowing that they have reliable and secure connectivity at their fingertips. Following the installation and implementation of Complete Security, our team at Akative continued to monitor and store data to ensure proper function.

## The Results

Akative was able to assist Cooperative Energy Company in eliminating Internet downtime. Since the implementation of RocketFailover Complete Security, Cooperative Energy has been able to focus on growing and running its business without the stress of worrying about network downtime. With Complete Security, Cooperative Energies fuel pump POS systems stay online and effectively process payments. Their VoIP systems also remain fully online, allowing for open calling between customers and workers inquiring about service and delivery trucks. Cooperative Energy Company continues to grow and ensure business continuity with the help of RocketFailover Complete Security.