

## CASE STUDY



# BERKSHIRE HATHAWAY SPECIALTY INSURANCE

with TBL's Limelight Private Cloud as a Service

Commercial  
Insurance  
Company  
Profits From  
the Reliability of  
TBL's Limelight  
PCaaS

### The Challenge

Due to tremendous growth with Berkshire Hathaway's Specialty Insurance across the country and around the world, they needed a phone system provider that could deliver reliable support and quick response time with minimal system outages. They required a service model that would sustain weekly expansion with predictable results.

### The Result

Through TBL's **Limelight Private Cloud as a Service (PCaaS)**, Berkshire Hathaway Specialty Insurance can focus on the business of insurance, growth strategies and relationships, while **Limelight PCaaS** provides safe conversion of infrastructure, near 100% reliability, and accessibility 24/7.

## CLIENT PROFILE

Berkshire Hathaway Specialty Insurance, founded in Boston, has enjoyed phenomenal growth since April of 2013, with offices now in eight U.S. and five international cities.

Berkshire Hathaway Specialty Insurance ([www.bhspecialty.com](http://www.bhspecialty.com)) provides commercial property, casualty, healthcare professional liability, executive and professional lines, surety, travel, programs, and homeowners insurance. It underwrites on the paper of Berkshire Hathaway's National Indemnity group of insurance companies, which hold financial strength ratings of A++ from AM Best and AA+ from Standard & Poor's. Based in Boston, Berkshire Hathaway Specialty Insurance has regional underwriting offices in Atlanta, Boston, Chicago, Hong Kong, Houston, Los Angeles, New York, San Francisco, San Ramon, Singapore, Auckland, Sydney and Toronto. For more information, contact [info@bhspecialty.com](mailto:info@bhspecialty.com).

## THE OPPORTUNITY

Berkshire Hathaway Specialty insurance needed a turnkey telephone solution that could scale as fast as they were. They required 100% reliability for voice communication with customers and potential clients. They needed a partner with the technical experience to engineer a global solution and ability to provide ongoing white glove customer service.

## THE PARTNERSHIP

Realizing the need for a dependable and scalable solution, Berkshire Hathaway Specialty Insurance contacted TBL Networks regarding its Limelight PCaaS solution. While other vendors were offering similar technical solutions, TBL was chosen for their global capabilities and proven service model. Through the **Limelight Private Cloud as a Service (PCaaS)** offering, TBL provided a solution that required no capital outlay or in-house technical expertise. TBL continues to provide 24x7 support with guaranteed performance and reliability. TBL's **Limelight PCaaS** is the telephone service to be trusted.

## THE SOLUTION

TBL's **Limelight PCaaS** provides and manages dedicated equipment residing at Berkshire Hathaway

Specialty Insurance locations. Each week as new employees begin around the globe, they are greeted with a fully operational phone that is personalized for their needs. All users enjoy simultaneous ring to their mobile phone, corporate instant messaging with desk phone control, voice messaging integrated to email and internal calling over the data network without long distance or international call charges

## THE RESULT

TBL's **Limelight PCaaS** has achieved the highest recommendation of Berkshire Hathaway Specialty Insurance. With no outages during the conversion, 24/7 reliability and continued priority service, Berkshire Hathaway Specialty Insurance continues to grow with the trusted service provided through TBL's **Limelight PCaaS**. They pay a per user monthly rate enabling them to accurately project costs as they grow, without incurring any capital expenditures. They neither need nor incur the expense of a telephone engineer on staff since all services are provided by **Limelight PCaaS**. Best of all, Berkshire Hathaway Specialty Insurance can focus on their business of insurance, safe in the knowledge that their collaboration systems are operational and in the hands of experts.

100%  
Reliability

ZERO  
OUTAGES  
During System  
Conversion

24/7  
Accessibility

Contact us today at (877) CALL-TBL or visit

[www.tblnetworks.com/pcaas](http://www.tblnetworks.com/pcaas)

to learn more about Limelight PCaaS