



Heart and hub of community stays connected with AT&T

Business needs

Reliable connectivity to stop downtime for a local shipping and printing center

Networking solution

AT&T Business Fiber® delivers fast speeds and reliable bandwidth businesses need to operate. And AT&T wireless solutions keep workforces connected with plans that work for your business budget

Business value

Reliability and peace of mind, thanks to connectivity that helps prevent days of downtime and promotes cost-effective communication

Industry focus

Packing and shipping

Size

Start-up

About Scooter's Shippin'

Scooter's Shippin' is a family-owned start-up specializing in shipping, printing, packing, and graphic design services. Based in Clermont, Georgia, the owners and their team focus on providing excellent customer care and helping their customers save time and money.

The situation

As the only shipping and printing center for miles, reliable connectivity is a must for Scooter's Shippin'. The previous internet provider was unreliable, leaving the business without services for days at a time. As a growing business—and hub where customers liked to socialize—the team at Scooter's Shippin' knew they needed better service for their business and their community.

Solution

Scooter's Shippin' turned to AT&T Business Fiber® and AT&T Business wireless to power the fast, reliable connectivity their business needs every day. With 100% fiber optic technology delivering data instead of traditional electrical signals, AT&T Business Fiber® provides high speed internet with symmetrical upload and download, built in security features, and room to grow as the business expands. AT&T Business wireless solutions add flexible mobile plans that help keep the team connected in and out of the store, with options owners can tailor to fit their budget and needs.



Comprehensive business solutions

Scooter's Shippin' is more than a parcel handling service.

As a family-owned brand, company owners pride themselves on providing a valuable service to their community and delivering on the promises they make to their customers.

As the only business in its space in Clermont, Georgia, the company provides packing, shipping, and printing services, focused on saving time and money for their customers. The store can pack and ship almost anything, but shipping is only one way it can help to make customers' lives easier.

"We're a shipping store, but we also have printing, and we do invitations," owner Rhonda Clark said. "My son is a graphic designer, so he does t-shirts, business cards, and a lot of other projects. The business is a way for our family to serve the community."

Scooter's Shipping is also a drop-off center that processes customer returns for a major e-commerce brand. This is a great convenience for their community and a large part of their business operations.

"We live 10 miles from the nearest big town, so people love that service. Processing returns is probably the biggest thing we do," said Clark.

Commerce, community, and challenges

Beyond their shipping and packaging needs, customers often gather in Scooter's Shippin' to talk and connect long after they've taken care of their package and shipping needs.

"It's become a hangout. It's almost like a therapy center because everybody comes in and does their business, and we chat, and sometimes we're there for somebody to lean on or we might even be leaning on them," Clark said. "It's not just a business; it's also a place where people come and experience fellowship. And so, we all help each other."

In the two years since Scooter's Shippin' opened, Clark has learned a lot about running a business and has overcome several challenges.

"The biggest challenge is just staying on top of what you can and can't do. The rules are always changing, so that's a big challenge," she said.

Another challenge that had a huge impact on their business was not having internet service she could count on. At the time, the town's only internet provider proved unreliable. And it became very problematic for Clark.

"We fully operate on Wi-Fi®, but we would go days and days without service. Some days we literally just closed the store because we were dead in the water," she said.



Bundling reliability and savings

When an AT&T Business representative visited Scooter's Shippin' one day, Clark saw a way to deliver on the connectivity she wanted and needed for her business and customers.

"She walked into our store and let us know that AT&T Fiber was coming to our area, and it was a godsend to us. I'm so thankful that AT&T came to our area," she said.

After speaking with a representative, Clark moved to AT&T Business Fiber. This high-speed service runs on a 100% fiber-optic network. It transmits data using light, not electrical signals over copper. That delivers fast, more stable connectivity with symmetrical upload and download speeds, built-in security, and scalable bandwidth for future needs.

The service provides Scooter's Shippin' with value through its speed, reliability, and cost-effective features, as well as potential bundling discounts. It's also highly scalable, offering high-speed plans suitable for businesses of any size—with optional 5G wireless backup for 1G+ speeds—to help ensure uninterrupted connectivity during service outages.

"We're completely dependent on Wi-Fi; if it weren't working, we couldn't survive. We know if something goes wrong, we can call AT&T. And if AT&T can't fix it right off, we are compensated for it."

With numerous devices and phones to manage, Clark also saw the value in bundling AT&T Business Fiber with AT&T wireless services.

"I love the big discounts I get because I have so many phones and devices. It saves us a lot of money," she said.

Peace of mind with connective solutions

Knowing her business can count on AT&T Business technology and solutions has allowed Clark and her team to focus on day-to-day operations and ensuring Scooter's Shippin' remains the productive community center it has become.

Recalling a minor outage that was quickly resolved by AT&T, Clark noted how AT&T exceeded expectations. As Scooter's Shippin' continues to grow, she is happy to express her gratitude for the reliability and support AT&T provides.

"I'm thankful that I can count on our services now. I don't have to worry about anything. AT&T is on top of it. I know I can count on AT&T."

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**Rhonda Clark, Owner
Scooter's Shippin'**