Amid the bustle of Main Street in Brockport, NY, people pass in and out of shops, a bridge raises and lowers with clanging bells for boats navigating the Erie Canal and a restored 1987 Land Rover Defender sits parked by the curb, with the logo of The Stewart Insurance Agency on its doors.

“We rebuilt the Land Rover, restored it to something really amazing,” says owner Darrell Stewart. “And actually, that’s also what we did to the space housing my business.”

The Needs and the Solutions

That space is an 1820 storefront on Main Street in the village. When Stewart started the business in 2011, he uncovered a beautiful red brick wall and original tin ceiling. These historical elements attracted him, despite the obvious challenges of installing telecommunications systems within an old space.

“There were no chases in the walls of the building—they had to be built out for data and phone cables, then the drywall and electric had to follow suit. The individual workspaces had to be designed pretty much from nothing—just the shell I started with.”

This challenge made finding the right telecom partner a key decision.

“When I first conceptualized this space, I sought out a data communications company,” said Stewart. “Frontier was the first to answer the call. They came out to walk through the space with me before construction was even completed and spent a good deal of time identifying the points where data lines and cabling would go.”

Frontier oversaw the construction of chases in the walls for wires and progress for security. The solution for The Stewart Insurance Agency was customized based on Stewart’s desires for his business. But the customization didn’t end with the build-out.
The Results

Stewart’s business has grown from zero clients to more than a thousand, and revenue has grown by an average of between 35 and 40 percent every year. That pace of growth, coupled with a bedrock commitment to customer service in an industry dealing with sensitive information, all housed in a historic building, made the technological needs for The Stewart Insurance Agency both robust and specialized.

“Frontier was able to provide and identify not only the needs we have today as an agency, but the needs of our growth,” Stewart said. “They engaged us in the development and future of our business.” That development doesn’t just mean a need for more robust telecom, but also a high level of security.

Frontier was able to provide a solution that keeps the agency’s client data safe, via an encrypted firewall. Stewart said the modern security demands on a data system are beyond what he imagined in 2011, but Frontier has taken steps to ensure that whatever the threat, his clients are secure. “They’ve built a very stable and secure network for us to house this data, and I feel quite confident we’ll be able to continue with that in years to come.”

In short, Frontier helped a Main Street insurance business settle into its historic home. Just like the Land Rover parked out front, the building now has the charm and personality of yesteryear with unmatched technical capability.

“Frontier is the nervous system of our business,” said Stewart. “Without the support we get from Frontier for our data and our voice, we’re absolutely unable to efficiently communicate with our clients. That’s why we went with Frontier.”

Frontier customizes and provides communication solutions to all businesses—small, medium and enterprise.

For more information regarding services and equipment available, visit business.frontier.com.