



# GREAT PLAINS COMMUNICATIONS CASE STUDY

***"We appreciate getting local customer service instead of trying to communicate with someone from another state or country. The people at Great Plains Communications understand our company and this area of Nebraska."***

LEE MEYSENBURG, IT MANAGER  
HUGHES BROTHERS

## COMPANY

Hughes Brothers

## LOCATION

Seward, NE

## INDUSTRY

Manufacturing

## SERVICES

Hughes Brothers is a leader in the electric transmission and distribution industry. The company began by building wooden crossarms and later added steel products like the X-Brace and steel pole line hardware.

Hughes Brothers was founded in 1921 by four brothers: John, Burr, Ted, and Ben. Their father, John Morse Hughes, passed down to them a commitment to quality and an unwavering adherence to standards.

In the following decades, Hughes Brothers became a leader in the electric transmission and distribution industry. The company started by building wooden crossarms and then later incorporated steel products into the mix. Later, they expanded the product line to include steel pole line hardware and manufactured steel fittings.

While nothing has changed in the company's work ethic and dedication to excellence, Hughes Brothers has been eager to adopt new technologies as they've come along. One such technology is fiber Internet service from Great Plains Communications.

***"When Great Plains Communications came to town, we switched to their fiber Internet. Our speeds have quadrupled up to 200 mbps download and upload. As great as these faster speeds are, however, the number one reason we switched to Great Plains Communications was cost. Great Plains Communications offered Hughes Brothers a better price for more speed."***

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Hughes Brothers requires this much speed in part to the large file sizes they send or download. With higher bandwidth, they are able to send PDFs of the catalogs to their customers as well as download large files like architectural drawings and specification sheets. In addition, their data is backed up nightly to an off-site location.

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The customer service experience has been a strength of Great Plains Communications. Every time Hughes Brothers has been in touch with customer service at Great Plains Communications, it has been a pleasant experience. According to Meysenburg, he appreciates talking to someone local instead of someone in another state or country. Great Plains Communications is a Nebraska-based business, and they understand Nebraska business.

***Great Plains Communications is good at letting us know in advance if there will be a brief outage due to system upgrade so we can plan accordingly.***

LEE MEYSENBURG  
IT MANAGER  
HUGHES BROTHERS

