

An overhead, top-down photograph of a restaurant or cafe interior. The floor is made of light-colored square tiles. Several square tables are arranged, with people seated around them. Some people are looking at their phones, while others are talking. The lighting is bright and even.

Network upgrade improves cost, reliability and scalability for a hospitality leader

Challenges

- Company sought to upgrade its network technology to transition from legacy MPLS (multiprotocol label switching) circuits and aging T1 technology with increasingly insufficient bandwidth capabilities
- Enterprise WAN using MPLS was substantially more expensive than broadband or DIA alternatives
- The company's data needs spanned a diverse footprint across multiple carriers
- Incumbent MPLS provider did not deliver adequate network uptime and dependability; wait times for repairs were long
- Existing solution lacked sufficient scalability for the rapidly growing enterprise based on difficulty and costs to build and maintain access at new sites

Solutions

- Granite proposed a Meraki SD-WAN solution based on MX67 and MX450 devices
- Expensive MPLS circuits were replaced with higher-bandwidth, lower-cost DIA and broadband access
- 4G LTE provides wireless failover if primary circuit fails or degrades to ensure network reliability for critical network applications
- Granite recommended the best connectivity option for each site based on cost, delivery timeframes and available bandwidth, with a preference for broadband over DIA or 4G LTE
- Proof of concept validated the proposed solution and demonstrated reliability, performance and ease of management prior to rollout
- Granite Managed Field Services procured, shipped and installed devices at existing locations, with ongoing deployment to new locations as they are acquired or built
- Granite Guardian provides 24/7 monitoring of all access circuits across multiple providers and devices; customer and Granite share network management tasks

Customer Profile

Industry

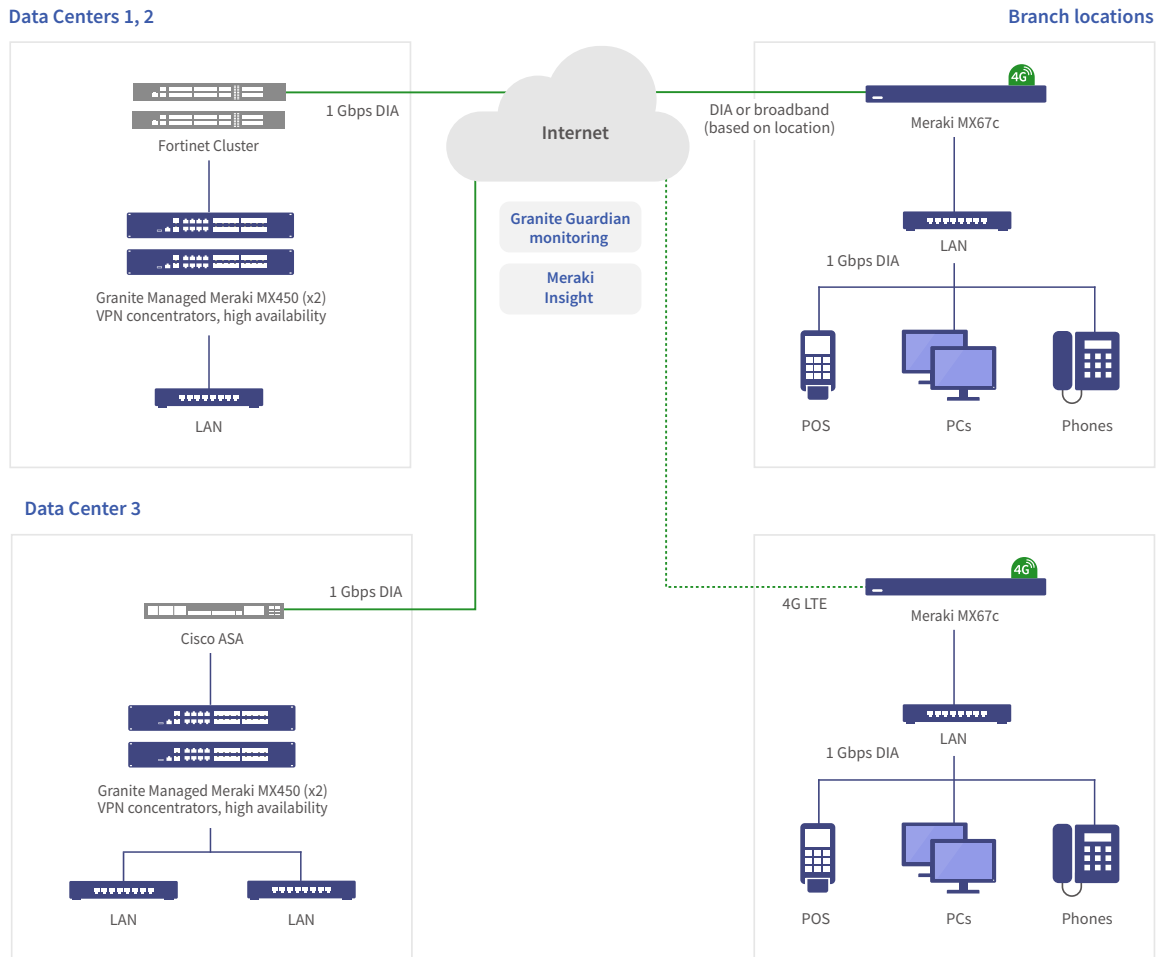
Hospitality services

About

- Leading provider of food and facilities services
- Nearly 200,000 employees across the U.S. and Canada
- Rapidly expanding business operations and connectivity needs



Solutions *(continued)*



Results

- Proof of concept enabled confidence in solution design and rollout plan
- Granite is managing the solution deployment to hundreds of sites with minimal business interruptions, handling sourcing through install for initial rollout and new sites:
 - Procuring Meraki devices at cost-efficient wholesale pricing
 - Warehousing for timely deployment
 - Handling project management for access installation
 - Configuration of all devices and SIM cards
 - Dispatch of trained field technicians to perform final installation
- Migration from MPLS circuits to broadband is providing significant cost savings, while increasing bandwidth
- Granite Managed SD-WAN solution is increasing network reliability and transparency; network availability designed to exceed 99.99% uptime
- Wireless data plans are pooled across all company locations and carriers; customer receives instant notifications if pool data usage approaches limit