

# Improving efficiency for a national retailer with a hands-off WiFi network upgrade

## Challenges

- Company sought to upgrade its network of aging T1 and DSL lines due to insufficient bandwidth and eroding network reliability
- Management was looking for a streamlined, hands-off solution, as both company-owned stores and franchisees complained of business impact due to disruptions in network connectivity
- Poor WiFi connection could not handle the company's need for in-store website updates required to promote local inventory; employees required stable WiFi connection to assist customers using tablet devices throughout the stores
- In addition, the cost-conscious company sought an improvement over increasingly expensive POTS voice lines at over one hundred acquired retail locations

## Solutions

- Granite proposed Meraki SD-WAN, firewall, switch and wireless access points for the initial group of over 100 stores, in part because these would provide a stable WiFi solution
- The unreliable T1 and DSL infrastructure was replaced with higher-bandwidth, lower-cost broadband access with 4G LTE backup
- Granite implemented Hosted Voice and deployed 4 to 20 new handsets to each store
- Granite Managed Field Services handled the deployment end-to-end, including procuring and configuring all devices, shipping all equipment to store locations, and dispatching field technicians to cable the stores, perform the installation, test and manage cutover
- Soon after this deployment, the customer was acquired and the new parent engaged Granite to upgrade their footprint of over 200 stores. For these locations, the preference was a Fortinet solution with 4G LTE failover to ensure network reliability, while avoiding cellular use when the primary circuit is available
- Once again, Granite managed the deployment including ordering circuits, procuring and configuring all devices, drop-shipping equipment to store locations, and installation
- To simplify pricing and support the customer's franchise model, Granite designed flat-rate per-store pricing, providing a predictable rate for each location regardless of carrier or location

## Customer Profile

### Industry

Retail

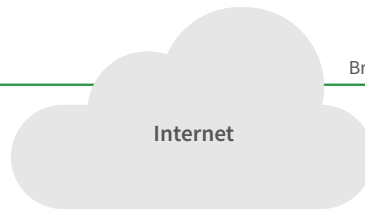
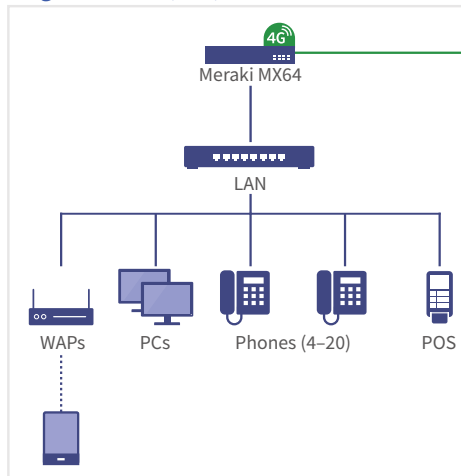
### About

- A leading discount home appliances and furniture retailer
- More than 300 locations nationwide
- Over 5 million customers



## Solutions *(continued)*

### Original Stores (140)



**Granite Guardian**

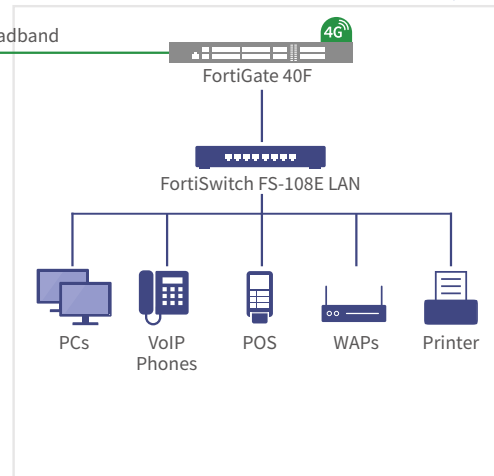
- Managed SD-WAN
- Managed switches
- Managed wireless access points

**FortiCare**

- Premium hardware replacement service
- Enhanced SLAs

Broadband

### New Stores (250)



## Results

- Granite deployed two waves of network upgrades - including access, wireless and wired LAN solutions, phones and cabling - on time and with minimal business interruptions
- Granite Guardian enables monitoring and control with network visibility across both Meraki and Fortinet SD-WAN solutions
- Significant cost savings were delivered by replacing T1/DSL with broadband and LTE backup; solution increased bandwidth, and LTE provided reliability; availability exceeds 99.99% uptime
- Network uptime and wireless reliability simplified store management and improved employee and franchisee satisfaction
- The fully managed solution - including SD-WAN, access, and ongoing site deployment and tech support - provides the desired zero-touch and hassle-free network solution for the customer
- Flat-rate pricing and single consolidated bill simplifies management of store accounting and ensures long-term predictable costs