

Nationwide managed SD-WAN rollout brings savings and simplicity to one of the nation's largest delivery services.

Challenges

- Facing increasing competition and profitability pressure, a national delivery service required a complete network overhaul to cut costs, improve network reliability and deliver a better customer experience
- The organization sought to redesign a legacy network, modernize a patchwork of antiquated equipment, sunset POTS and DSL, and unite a house divided between voice and data
- The network – one of the nation's largest – spanned tens of thousands of geographically dispersed locations, from centralized data centers and large distribution facilities to busy retail centers and thinly staffed rural branches
- Reliability was critical, but access was challenging; available options ranged from top-tier carriers in urban locations to mom-and-pop ISPs in remote locations
- Lack of transparency and monitoring meant that outages in some locations had to be reported by branch employees using cell phones, and resolution could at times take days or even weeks
- Tight capital budgets constrained the customer's ability to invest in cost-efficient technologies for long-term savings
- Policy mandated multiple vendors and independent solutions that seamlessly interconnect

Solutions

- Granite implemented an exhaustive proof-of-concept process to explore multiple scenarios, validate savings and performance improvements, and ensure customer confidence in the project approach
- For retail and distribution facilities, primary access was delivered over broadband; secondary access was over LTE, with dual SIMs and carriers for reliability
- Technology upgrades drove consistency and cost-efficiency across locations with Granite FlexEdge – a proprietary universal customer premises equipment (uCPE) solution, customized to meet the specific applications – and Fortinet VM SD-WAN

Customer Profile

Industry

Delivery and logistics services

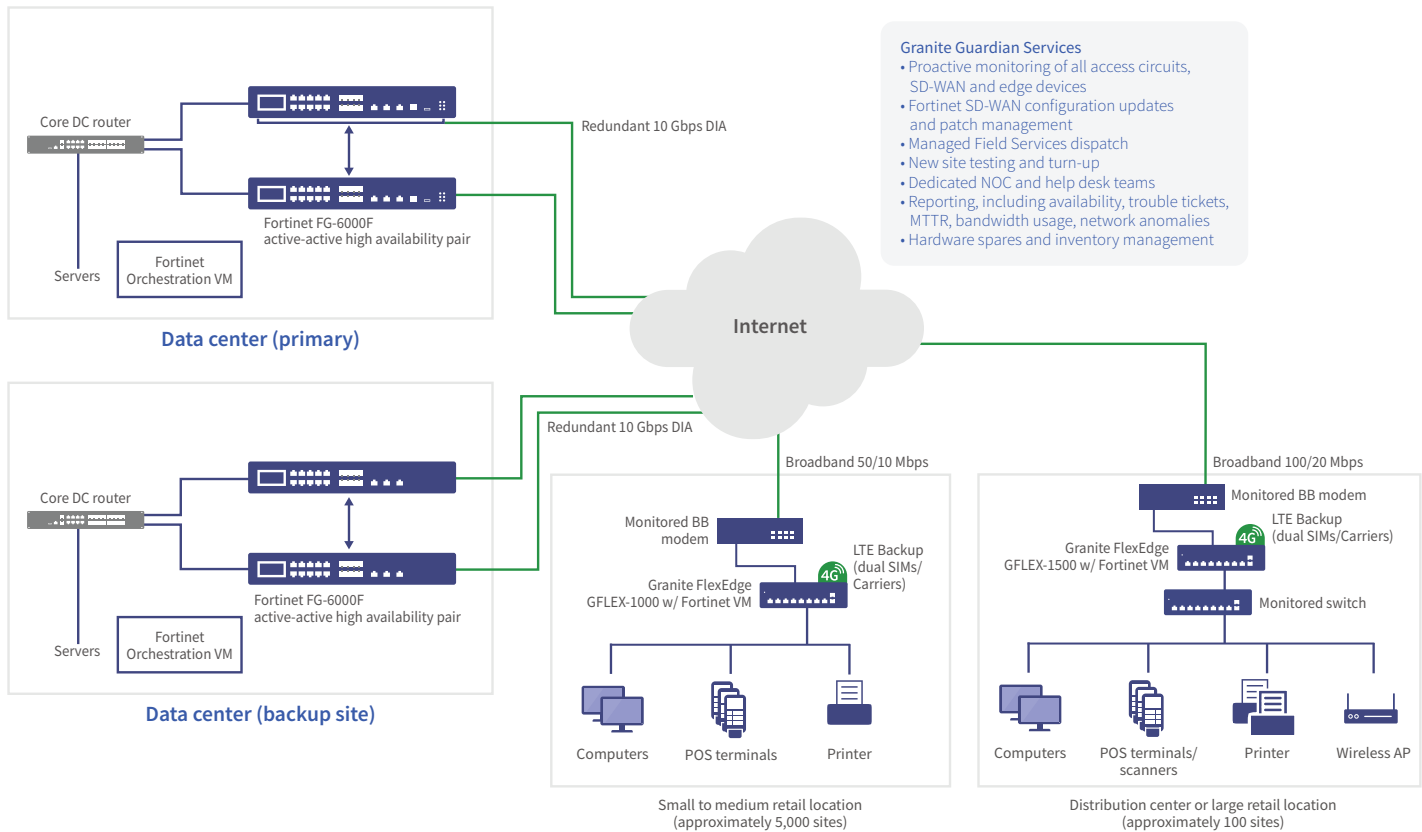
About

A delivery giant with tens of thousands of retail locations and dozens of distribution centers

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Solutions *(continued)*

- The network architecture was redesigned around a Managed SD-WAN solution, which addressed the customer’s need for centralized monitoring, reliability and security
- The fully end-to-end solution is backed by 24/7 support from dedicated Client Services and Network Operations Center (NOC) teams



Results

- Granite’s Project Management and Logistics teams sourced and configured thousands of devices during a global supply chain crisis, and executed installation across thousands of diverse locations with minimal business interruption
- Granite rolled out its solution to over 5,000 sites originally in scope – ahead of schedule and at a faster pace than other vendors – and was awarded several thousand additional sites to upgrade based on both smooth, on-time installation and network performance
- Cost savings average 15% across all sites, with reliability exceeding required SLAs
- Granite manages site support including help desk, troubleshooting and, if necessary, deployment of trained technicians when on-site service is required, relieving the customer’s burden and cutting maintenance response time from weeks to hours
- In recognition of project performance, Granite received the customer’s national vendor appreciation award in 2020 and an invitation for a senior Granite executive to sit on its innovation council