

Improving network speed, reliability, and IT confidence at a growing funeral services firm

Challenges

- Company sought to upgrade its existing network to migrate from a patchwork of expensive and unreliable T1 and PRI circuits at hundreds of locations across the eastern United States
- Bandwidth demands were increasing due to higher volume of business as well as data consumption driven by new web applications; company experienced universally slow network speeds with frequent network disruptions
- The company – which had acquired a number of smaller providers – had to deal with antiquated equipment and CAT3 wiring left behind
- Existing footprint spanned many ISPs, eroding visibility, reducing service quality and response times, and producing thousands of individual bills, all of which increased administrative cost and complexity
- Small IT staff was insufficient to maintain network with existing structure

Solutions

- Granite proposed a Meraki **SD-WAN** solution with Cradlepoint 4G/5G fixed wireless devices for seamless failover
- 4G LTE provides wireless failover if primary circuit fails or degrades, ensuring network reliability for critical applications; cross-carrier data pooling allows Granite to select the best provider for each location while minimizing cost
- Granite proof of concept executed at several locations validated the proposed solution and demonstrated reliability, performance, and ease of management prior to the full rollout
- Granite project management team provided full coordination including facilitation of weekly calls with sites, order placement, provisioning and implementation
- **Granite Managed Field Services** team executed site surveys, overhauled wiring at each location (replacing the existing CAT3 configuration with CAT5 or CAT6 for increased reliability and speeds), managed testing and handled cutovers
- In coordination with the customer, Granite created tiered solutions and pricing based on site connectivity needs
- **Granite Guardian** advanced monitoring enables 24/7 integrated visibility into access, SD-WAN and Cradlepoint devices, and delivers automatic trouble and repair ticketing from a single unified system

Customer Profile

Industry

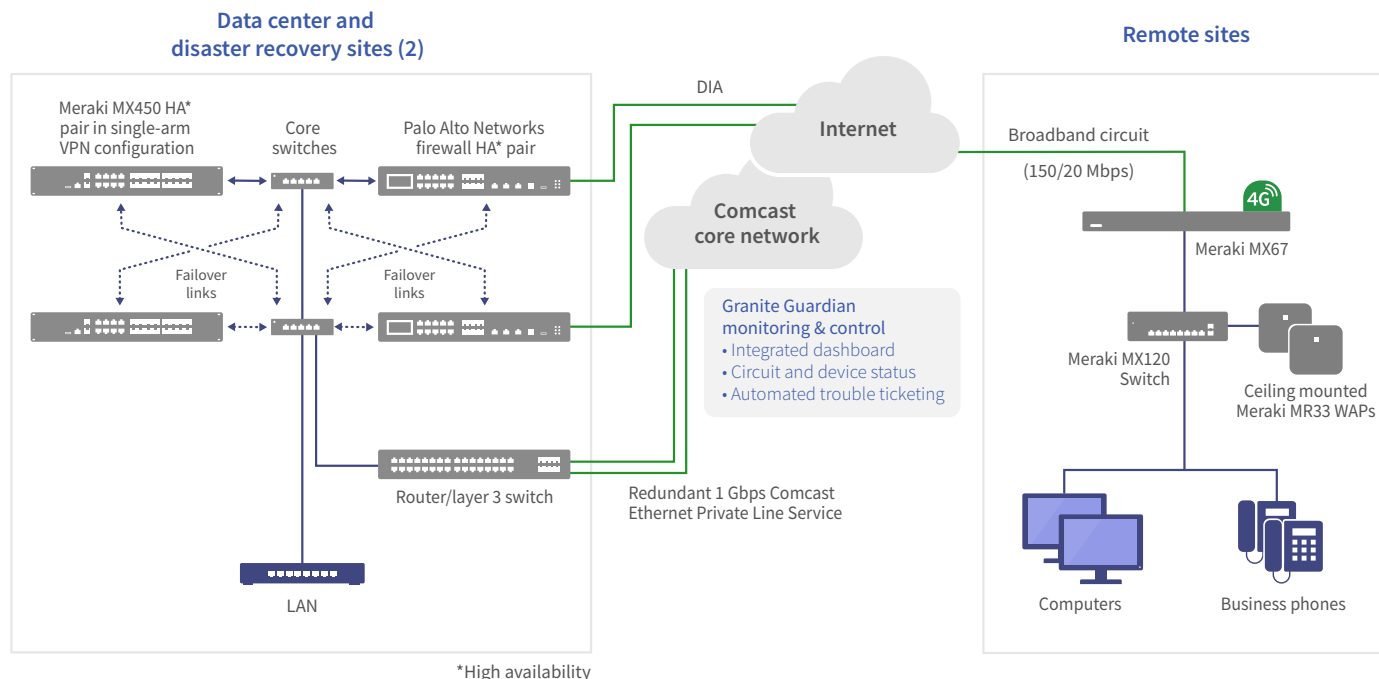
Funeral Services

About

- A leader in end-of-life services
- More than 250 locations across the US
- Ongoing acquisition of independent cemetery and funeral home businesses



Solutions *(continued)*



Results

- Significant cost savings were delivered by replacing T1 and PRI with **broadband SD-WAN and 4G/5G LTE backup** at remote sites; increased bandwidth and reliability and provided availability exceeding 99.99% uptime
- Granite network redesign enabled single vendor solution to streamline device management, provide consistency across locations for easier IT management and improve network utilization
- Proof of concept at designated testing locations enabled solution rollout with confidence and no negative business impacts
- Complex upgrade was executed across more than 200 locations on time and with minimal impact on customer staff through Granite end-to-end project management and **Managed Field Services** technicians
- Granite network redesign and upgrade provided a single vendor solution simplifying network management, improving network utilization and enabling consistency across locations to minimize demands on the company's lean IT staff
- **Granite Guardian** advanced monitoring provides visibility into end-to-end network performance, and handles immediate trouble ticketing
- Multiple carriers and access configurations are now consolidated into a single bill to simplify management of accounting, reduce staff time investment and ensure long-term predictable costs