

A photograph of two white roses lying on a dark, reflective surface, possibly a casket. The roses are in sharp focus, and their reflection is clearly visible on the surface below them. The background is blurred, showing more of the same scene.

Reducing Costs and Improving Uptime for a Growing Funeral Services Provider

Challenges

A leading funeral services provider operating hundreds of locations across the eastern United States was facing mounting pressure to modernize its network. Years of acquisitions had left the organization with a fragmented infrastructure, inconsistent service providers, and legacy equipment that struggled to keep pace with growing operational needs.

As business volume increased and new web-based applications became essential to daily operations, network speeds slowed and outages became common.

Aging and Unreliable Network Infrastructure:

250+ locations nationwide, many still dependent on outdated T1 and PRI circuits.

Growing data usage from modern web applications exceeded what the legacy network could support.

Inherited Technical Debt From Acquisitions:

Ongoing acquisitions introduced inconsistent equipment, antiquated hardware, and CAT3 wiring.

Newly acquired locations required significant remediation before integration.

Fragmented ISP Footprint Reducing Visibility:

Services were spread across numerous ISPs, limiting visibility and slowing issue resolution.

Thousands of separate invoices increased administrative burden and cost and lack -of a single accountable provider made escalation and performance management inconsistent.

Insufficient IT Resources for a Complex Environment:

A small IT team struggled to manage a large, decentralized network footprint.

Routine troubleshooting and vendor coordination became bottlenecks.

Limited bandwidth prevented proactive improvements or strategic planning.

Customer Profile

Industry

Death Care Services Industry

About

Funeral services provider

Solutions (Continued)

Granite recommended a comprehensive, modernized network strategy designed to stabilize performance across 250+ locations, simplify day to day management, and reduce the operational burden on the customer's small IT team.

At the core of the solution was the deployment of a unified SD WAN architecture with wireless failover, paired with hands on project coordination and nationwide field services to ensure standardization across all sites.

Modernized Network Architecture With Resilient Failover

- Implemented a Meraki SD WAN solution to improve routing efficiency, stability, and network performance.
- Added Cradlepoint 4G/5G fixed wireless devices and 4G LTE failover for continuous connectivity during primary circuit issues.
- Used cross carrier data pooling to select the strongest provider per location while reducing wireless costs.
- Established a scalable, future ready foundation capable of supporting increased bandwidth demands.

Standardized Deployment and On Site Modernization

- Granite project managers handled planning, coordination, provisioning, and weekly status calls for all sites.
- Managed Field Services conducted site surveys, replaced outdated CAT3 wiring with CAT5/CAT6, and completed all testing and cutovers.
- Executed a successful multi site proof of concept to validate performance before full deployment.
- Reduced the operational burden on the customer's small IT team by centralizing installation and deployment management.

Visibility, Monitoring, and Tailored Design

- Designed tiered network solutions tailored to each location's bandwidth and budget requirements.
- Delivered unified, 24/7 monitoring of circuits, SD WAN equipment, and Cradlepoint devices through Granite Guardian.
- Enabled centralized visibility, automated trouble ticketing, and simplified ongoing network support.

Results

By replacing outdated T1 and PRI circuits with broadband SD WAN and 4G/5G LTE failover, the organization achieved significantly higher performance, improved reliability, and meaningful cost savings across its nationwide footprint. The redesigned network, combined with unified vendor management and proactive monitoring, delivered a stronger operational foundation. The organization now benefits from:

- Significantly improved network reliability, with availability exceeding 99.99% uptime.
- Higher bandwidth and faster performance at all locations.
- A single vendor architecture that simplifies management and ensures consistent configurations.
- Centralized visibility through Granite Guardian, including automated ticketing and real time monitoring.
- Standardized infrastructure across 200+ sites, reducing operational complexity.
- Streamlined billing, consolidating multiple carriers into one predictable monthly invoice.
- Reduced manual workload for the organization's lean IT team through end to end project coordination and field services.

With Granite overseeing procurement, deployment, monitoring, and ongoing management, the internal IT staff can now shift their focus to strategic initiatives rather than troubleshooting, vendor coordination, or circuit management. The organization now has a modern, unified network architecture capable of supporting current business needs and future expansion.

The organization can now expand confidently, knowing each new location can be integrated quickly and consistently with proven processes and standardized technology. With Granite as a trusted partner, the company is well positioned for sustained, technology enabled growth across its expanding portfolio of locations.

