

How a Student Housing Facility Brand Standardized and Simplified Its Network, Gaining Operational Efficiency for Scalable Growth

Challenges

Before engaging with Granite, the customer was facing major instability in their existing network environment, which negatively impacted both internal operations and the student experience. They needed a partner who could consolidate and simplify their telecom services across all locations.

- Existing network was unstable and unreliable.
- Inconsistent service providers created operational inefficiencies.
- Needed cost savings and improved network performance.
- Desired a single-source aggregator for all telecom products and service.

Customer Profile

Industry

Student Housing Facilities

About

Nationwide - 60 locations

Solutions

Granite delivered a holistic and scalable approach, beginning with managed connectivity and expanding into voice and unified communications. The Solutions Engineering team ensured proper implementation tailored to the campus environment.

- Deployed a Juniper-managed network solution to stabilize connectivity.
- Initiated POTS conversion with transition to EPIK voice services.
- Introduced Microsoft Teams via Operator Connect for unified communications.
- Conducted an edgeboot proof of concept for enhanced reliability.
- Provided technical guidance and customization through the team's dedicated Granite Solutions Engineer.

Results

The customer saw immediate operational improvements and is on track to complete deployment at all locations as scheduled. The partnership enabled better service for residents and relieved internal IT teams from day-to-day network support duties.

- Improved network uptime and service reliability across locations. Streamlined billing and vendor management through Granite's aggregation model.
- The solution also freed up IT staff to focus on strategic initiatives. Enhanced internal and external customer experiences.
- Executive-level alignment, including a meeting with Granite CEO Rob Hale, helped solidify the deal.