Fitness Center Enhances Connectivity and Redundancy with Granite Telecommunications

Challenges

When the customer and agent began to explore cost-saving measures for broadband connectivity, Granite was identified as an opportunity to enhance their network infrastructure beyond just cost reduction. The conversation expanded to include solutions that would improve their end-user experience, add redundancy to their network, and streamline their telecommunications management.

Prior to engaging with Granite, the customer faced several key issues:

- Reliance on a single broadband circuit with analog phone lines at each location.
- Inconsistent service quality due to sourcing connectivity solutions directly from various cable providers.
- Lack of a backup connection, leading to downtime during service disruptions.
- Complex and inefficient billing due to managing multiple invoices from different providers.

Solutions

Granite implemented a comprehensive telecommunications solution tailored to the customer's needs. By integrating these technologies, Granite ensured that the customer's network would remain operational even in the event of primary connection failures.

- Broadband connectivity to enhance internet speed and reliability.
- edgeboot wireless backup for network redundancy, ensuring seamless connectivity during outages.
- EPOTS (Enhanced Plain Old Telephone Service) to modernize voice communications.
- EPIK solutions at select locations for enhanced reliability and service quality.

Customer Profile

Industry
Fitness

About
Nationwide - 30 locations
Premier Indoor Rock Climbing

Results

By leveraging Granite Telecommunications' wholesale platform, the customer experienced a transformative shift in their wireless management:

- Consolidated invoicing and support, eliminating the complexities of dealing with multiple cable providers.
- Wireless backup for redundancy, ensuring uninterrupted connectivity even if the primary broadband connection fails.
- Improved troubleshooting capabilities with edgeboot, leading to more efficient resolution of network issues.
- A more reliable, cost-effective, and streamlined telecommunications environment, allowing them to focus on delivering top-tier indoor climbing experiences without worrying about network disruptions.

As a result of a collaborative partnership, the customer has achieved a more reliable, cost-effective, and streamlined telecommunications environment, allowing them to focus on providing top-tier indoor climbing experiences without worrying about network disruptions.