



How a Global Manufacturer Future-Proofed Their Voice Network with Granite



Challenges

A multinational chemical manufacturer operating across the U.S. and Canada was relying on a legacy voice infrastructure that no longer met its security, performance, or scalability needs. With outdated systems from a previous provider and increasing demands for modernization, the customer issued an RFP to completely transform its North American voice network.

Granite's flexible architecture, competitive pricing, and ability to deliver on complex implementations made it the preferred choice for a long-term technology upgrade.

Aging Voice Infrastructure

- Legacy systems lacked private IP connectivity and modern security protocols.
- The existing network couldn't scale to meet the evolving needs of a growing enterprise.
- Disparate technologies across locations.
- A mix of POTS lines and SIP trunks created operational inconsistencies.
- No centralized control or visibility into voice traffic across sites.

Intensive RFP Requirements

- The customer required a partner who could meet high technical standards, work within international legal frameworks, and manage a multi-phase rollout across U.S. and Canadian operations.
- Tight timelines and high stakes.
- Project needed to be completed by year-end, requiring aggressive circuit delivery, deployment, and porting schedules.

Customer Profile

Industry

Manufacturing

About

US and Canada presence
3-year \$30k MRC

Solutions

Granite delivered a complete voice network modernization designed to improve reliability, simplify management, and support future growth. The solution anchored the new environment with two private IP circuits, deployed 250 centralized SIP trunks, and began transitioning 156 legacy POTS lines to Epik to streamline voice services.

Complete Voice Network Modernization

- Deployed two private IP (PIP) circuits at key locations to anchor the new voice network.
- Installed 250 centralized SIP trunks and began converting 156 legacy POTS lines to EPIK for a more efficient and modern voice solution.
- High availability & redundancy enhancements.
- Added a Dedicated Internet Access (DIA) circuit for voice diversity at the location sites, ensuring uptime and business continuity.
- Advanced monitoring with edgeboot.
- Included edgeboot for real-time Layer 1 visibility and LTE failover as part of the diversity strategy.

Dedicated Project Management

- Assigned a dedicated team, with weekly customer meetings for accountability and updates.
- Scalable design for future growth.
- Included plans to install an additional 40+ DIA circuits across the network, enabling future services and performance upgrades.

Results

By transitioning to Granite's POTS replacement EPIK solution, the manufacturer achieved significant operational and financial improvements across its distributed network environment. The organization now benefits from:

Robust, Future-Proof Voice Infrastructure

- The customer now operates with a secure, modern, and scalable SIP-based voice network with centralized control.

Accelerated Deployment Timeline

- PIP and DIA circuits scheduled for installation within 60–90 days, with full project completion projected in under six months.

Improved Uptime and Resilience

- Built-in redundancy and monitoring reduce downtime and offer enhanced troubleshooting capabilities.

Enhanced Operational Efficiency

- Consolidating from legacy systems and POTS lines to EPIK and SIP trunks reduces cost and administrative burden.

Open Road for Expansion

- Granite is positioned to support the customer's broader network, wireless, and SD-WAN needs in future phases.

