

Building a Broadband Transformation Through Strategic Partnership

Challenges

A transportation rental business was managing approximately 1,200 broadband circuits nationwide, across multiple providers with pressure to enter a contract. While there was no formal RFP or direct request for change, Granite was already providing the EPIK POTS replacement solution to this customer and had established a trusting relationship. The partner identified an opportunity to improve network performance, reduce operational pain points, and strengthen the customer's long-term telecommunications strategy but needed Granite to reach the customer's CIO. Granite became the glue that made this opportunity stick with the customer.

Challenges included:

- Increasing service costs.
- Slow and inconsistent repair times.
- Limited responsiveness from incumbent providers.
- Difficulty managing and optimizing a large multi-location environment with disparate carriers.

Solutions

Granite worked closely with the partner to assess the existing broadband infrastructure and identify opportunities for modernization and cost savings.

The team leveraged access to the customer's telecommunications management portal to analyze the current broadband environment and compare existing services against Granite's capabilities.

Engaging Granite's CEO added an additional layer of trust with the decision-makers.

Customer Profile

Industry

Transportation

About

- Nationwide Transportation Rentals
- 2500 locations



Solutions (continued)

Granite ultimately delivered a comprehensive solution that included Broadband, edgeboot, and Granite360 managed services.

Key solution elements included:

- Evaluating broadband services across approximately 1,200 locations.
- Providing a more scalable and support-focused broadband strategy.
- Delivering a collaborative engagement model between Granite, the technology advisor, and the customer.
- Creating a unified framework that could support future opportunities across the customer's larger technology environment.

Results

The engagement created significant momentum beyond the initial broadband evaluation.

By aligning teams early and maintaining clear communication throughout the engagement, Granite delivered a streamlined customer experience capable of supporting the demands of a complex, multi-location environment while positioning the customer for continued operational growth.

After implementation, the customer achieved:

- Improved operational alignment across locations.
- Reliable connectivity through Granite's access to carriers and quicker response with Granite360 and Managed Services.
- Significant annual savings of over \$500k.
- edgeboot is saving IT staff time without having to coordinate outages with store employees.
- Stronger strategic partnership built on trust and collaboration.

