

CASE STUDY

1,400 financial locations

**Human Crafted.
Enterprise Optimized.**

Overview:

A national retailer considers information security, compliance, and reliability as its highest priorities for its communications systems. It uses a suite of applications in order to process transactions and credit card payments for its customers. It requires its systems to be available to staff at 1,400 locations on a consistent, reliable basis. Moreover, it requires 100% uptime of its phone systems at all locations, including during a planned migration to a VoIP phone system (hosted PBX).

Key For Success:

Find ONE partner who could provide a “Solution in a Box,” built to exact specifications, delivered with impeccable coordination and white-glove installation to all nationwide locations within an allotted budget.

Challenge:

- Inconsistent technology infrastructure at over 1,400 sites
- No existing voice or data redundancy
- No standardized LAN infrastructure
- Lack of internal resources and funds to inventory, program, and deploy new technology
- Complete entire project within 6 months because of corporate infrastructure changes
- Lack of security and control system

Solution:

- Install primary and secondary internet, hosted PBX voice service with secondary POTS telephone service, and Meraki firewalls, switches, and access points
- Nationwide solution deployed at a daily pace (including after-hours, weekends, and blackout periods) completed within the 6-month deadline
- Comprehensive project plan and a per-site transition plan provided
- At each stage, Spectrotel deployed professional technicians to perform site surveys, installations (which also could include inside wiring), and cleanup for all 1,400 sites
- Platinum monitoring of the network health with proactive notification and ticketing

Result:

The client found an invaluable partner in Spectrotel; one that could build and deploy a “Solution in a Box” nationally, adhere to their strict specifications, and complete the entire project by a strict deadline. All aspects of the project, from installation to provisioning to monitoring of services, were completed through Spectrotel. This greatly simplified not only the network transition but also the day-to-day management of over 1,400 sites.

The Ultimate Customer Integrated Experience

Leveraging our partnerships with industry leaders, we seamlessly weave the most effective and leading-edge technologies into every solution we craft. This customer’s solution included a unique combination of services from our Cloud Communications, Connectivity, and Consulting & Professional Services solution portfolios.

