

CASE STUDY

450+ Retail Locations

**Human Crafted.
Enterprise Optimized.**

Overview:

A national automotive retailer needed a technology partner that could aggregate their internet and VoIP services as well as help coordinate the compliance effort for their company.

Key For Success:

Find ONE partner who could aggregate technology services AND support and ensure compliance.

Challenge:

- Managing multiple carriers, invoices, and contracts
- Unable to pass PCI scan, which was a major step toward compliance
- Did not have the internal resources capable of solving the compliance issue
- Lack of internal resources and funds to inventory, program, and deploy new technology
- Inefficient legacy technology and the need to upgrade the network
- No budget dollars allocated
- Disparate firewalls and policies were not consistent across the network

Solution:

- Optimized and consolidated services with 24/7 NOC support, inventory management, and project management resulting in \$15,000 in operational savings
- Upgraded customer from MPLS and TDM networks to newer technology, which increased bandwidth and maintained the same level of security – reducing spend by 20%, realizing \$1 million over the term
- Replaced TDM with hosted PBX – allowing call overflow to be answered, improving the customer experience, and generating additional sales
- Installed and configured Fortinet firewalls

Result:

Until the partnership with Spectrotel, the customer was unable to pass their PCI scan – one of the major steps toward PCI compliance. Spectrotel:

- Installed and configured all their firewalls
- Set the policy attributes required to secure credit card transactions
- Separated their credit card terminals from the rest of the network
- Coordinated testing
- Provided the reporting necessary to measure the effectiveness of the network configuration, which helped them achieve PCI-Level 3 compliance for the first time

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 Connectivity, Cloud and Managed Services solution portfolios.

