

## CASE STUDY

Major Retailer with 700 Locations

**Human Crafted.  
Enterprise Optimized.**

### Overview:

This customer has over 700 locations nationwide. They had established relationships with other vendors for SD-WAN and internet. They needed a technology partner who could aggregate their services under one roof, provide redundancy for their internet services, improve site installation time, as well as coordinate warehousing, configuration and ongoing professional installation in all their locations.

### Key For Success:

Find ONE partner with a reliable, secure network infrastructure coupled with award-winning network support. The partner must be able to deliver diverse internet access and install and cutover the SD-WAN and 8x8 UCaaS solution – all while delivering impeccable coordination and white-glove installation to all nationwide locations within an allotted budget.

### Challenge:

- Inadequate bandwidth and diverse access modalities
- Lack of QOS for critical applications
- Frequent copper outages
- Lack of internal resources to manage and deploy new technology
- Antiquated billing and support from many vendors

### Solution:

- Installed primary internet and secondary internet, 8x8 UCaaS, and SD-WAN service
- Improved performance of critical applications and improved network uptime
- Clean, comprehensive billing and network inventory reporting
- Best-in-class project management and communication

### Result:

Spectrotel implemented a triple play of redundant internet with diverse mediums, platinum monitoring of their entire network infrastructure, and SD-WAN service to simplify the support structure, billing and maintenance, all through our award-winning customer portal. We added the most comprehensive set of internet access based on requirements of each site. All aspects of the project – from installation to provisioning to monitoring of services –were completed through Spectrotel, delivering real value to both the customer and partner.

### 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, Managed Services and Consulting & Professional Services solution portfolios.

