



Driven to over-deliver

Faced with crippling network reliability and redundancy issues, SD-WAN Concierge™ and a strong partnership with Windstream Enterprise arrived just in time for the nationwide logistics and delivery company, Beavex.

BEAVEX

Industry

Logistics/delivery

Customer

83 facilities nationwide

Terminal operations in 38 states

500 employees and 3,000 contract drivers

Courier service/final-mile delivery

Challenges

Reliability/frequent outages

Ability to scale for growth

Network visibility

Solutions

SD-WAN Concierge™

Dual Access

Results

High reliability/redundancy

Increased flexibility/scalability

Network visibility/reporting

Increased productivity

Network dependent

Network reliability is critical for most businesses, but in the delivery and logistics industry, 100% uptime is essential for success. Based in Atlanta, GA, Beavex Incorporated is a nationwide logistics and delivery services business operating 24 hours-a-day, 7 days-a-week, 365 days-a-year. Started in 1989 as a small regional courier servicing the banking industry, today Beavex is a leading provider of time-critical, same-day transportation and logistics services for the financial, healthcare, manufacturing, industrial and retail industries that:

- + Facilitates the delivery of 40% of the nation's checks every night;
- + Arranges for 12M annual deliveries for the country's largest pharmaceutical distributors; and
- + Provides same-day access to more than 77%, and next-day access to 97% of the U.S. population.

The delivery business is both complex and competitive with many companies, from international carriers to small, local courier-type businesses, offering to provide similar services to customers. Within this crowded space, Beavex seeks to differentiate itself by targeting home-based and businesses that need final-mile, courier-type services with exceptional reliability. From time-sensitive prescription drugs and water samples to distribution for a major U.S. paint company and electric scooters, Beavex applies the same discriminating level of quality and care regardless of customer size, product or industry.

When network failures became a frequent occurrence for the company and adding bandwidth was cost-prohibitive, Beavex sought a technology partner that could deliver forward-looking solutions to address current and future business challenges, and that was as invested in their success as they were.

An undeliverable network

With more than 80 offices and terminal locations to support, the network was underperforming and far too complex to manage effectively. Moreover, Beavex was using multiple providers, none of which could keep up with demand, provide network performance visibility or deliver a solution that would ensure the reliability and redundancy they required to meet their high standards.

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Tim Stanley, Beavex’s vice president of information technology, had recently joined the company and was immediately charged with urgently solving the firm’s network problems.

“Frequent outages were negatively affecting our ability to meet customers’ expectations, and Beavex needed a solution that would help it become the preferred provider for our target customers who don’t fit the ‘cookie-cutter’ model served by other providers.” The solution had to address the outage problem first and foremost. “Our transportation management system includes a mobile app for our drivers and is the lifeline of our business,” said Stanley. “If a terminal facility loses connectivity, they are flying blind in attempting to manage their fleet of drivers, so keeping this system up and running is our number one priority.”

Initially, the company did some general shopping for a better network—until they heard about SD-WAN. With new understanding of SD-WAN’s capabilities, Stanley laid out the network requirements both to solve the immediate outage crisis and position Beavex for the future. Key criteria included a single provider capable of ensuring secure, fully-managed connectivity through a single platform. Multiple locations performing many varied functions demanded flexibility and ease-of-use, and cost-effectiveness was a given for Beavex to remain competitive. Above all else, failover protection and reliability topped all requirements.

Guaranteed delivery

Windstream Enterprise proposed its SD-WAN Concierge solution to provide more network flexibility, reduce the complexity of managing the network, and improve network reliability with dual access that was provided by a combination of cable, wireless, and ethernet at their terminal sites.

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Tracking success

The Beavex team has seen the promise of SD-WAN realized in its day-to-day operations and solved its biggest problem of network outages. “Complaints about outages used to be a daily occurrence. Since implementing SD-WAN, Beavex has reduced outages by 95% and no one talks about the network any more. That’s what I call success.” Specific improvements for the business include:

Outages virtually eliminated: On the rare occasion that an outage does occur, it affects only one location. Dynamic WAN Selection with dual access assures continued operations.

Network visibility: No more wondering where the problem is or its severity. The SD-WAN Management Tool portal provides intuitive access into network performance for troubleshooting and reporting.

Worker productivity increased: With reliable connectivity, Beavex’s IT team can focus on the strategic needs of the business instead of ‘all-hands-on-deck’ to keep the network up. IT VP Stanley estimates that as much as 50% of an IT staff member has been freed up to work on other issues.

Network management simplified: Beavex uses the SD-WAN Management Tool to monitor multiple functions, including alerts when the Internet goes down, reboots, or fails. It is now a simple process for the IT department to manage or add remote locations to the corporate network, and Stanley estimates that on-site staff can resolve the problem about 75% of the time.

“The Windstream Enterprise support team has been top shelf,” say Stanley. “The SD-WAN Concierge solution delivered an outstanding, reliable, scalable network at a very competitive price.”

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today’s most complex networking and communication challenges.

To learn more about
Windstream Enterprise, visit
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