WE

SD-WAN helps oil retailer weather the storm

Without a strong and secure network foundation, Gaubert Oil was in the hazard zone for downtime and legacy system hurdles. With SD-WAN, they were able to create a forecast of growth and stability.

At a glance

GO GAUBERT OIL COMPANY INCORPORATED ESTABLISHED 1926   GOBEARS

Industry

Retail & Wholesale

Customer

6 wholesale locations

20 retail locations

Challenges

Frequent outages

Lack of redundancy

Overrun IT team

Poor customer experience

Solutions

SD-WAN

Managed Network Security (MNS)

OfficeSuite UC®

LAN Services (Cloud-Managed Switches)

High-bandwidth Ethernet

WE Connect customer portal

Results

Increased reliability and resiliency

Reduced outages

Advanced voice features

Improved employee productivity

Enhanced customer experience

In the eye of the storm

When you live in "hurricane alley" Louisiana, you're used to living under constant threat of natural disasters. Much like the southern storms and hurricanes, network disruptions can also be disastrous for businesses.

Gaubert Oil is an oil and lubricant distributor that has been operating throughout Louisiana since 1926. The team earned its reputation for supplying top-quality wholesale fuel, diesel, DEF, gasoline, oil and lubricants to businesses in the region. Gaubert Oil also operates 20 "GoBears" retail locations, but legacy infrastructure was limiting Gaubert's ability to keep up with growing demand.

Their single-threaded MPLS network experienced frequent outages that lasted from hours to days and halted operations in their retail locations when transactions couldn't be processed. The downtime also hindered the wholesale business as they couldn't dispatch products. And of course, the looming threat of hurricanes and other natural events made local networks even more unreliable.

The legacy on-premises phone system was unstable and the aging network made administrative changes unnecessarily complex. The IT team was in a loop of constantly fielding trouble tickets and putting out fires. All the while, managing multiple access vendors was time consuming and challenging for the small-scale, overworked IT team.

"Selecting Windstream Enterprise for network, security and voice services was an easy choice. As a long-term managed services provider, they had helped us stay in business in the aftermath of two major hurricanes."

Stephen Robert
IT

Send in the network rescue team

A longstanding and trusted relationship was already in place between Windstream Enterprise and Gaubert Oil.

Gaubert knew it needed a strong, secure and reliable network to meet modern demands, and Windstream Enterprise was ready to make it happen. The Windstream Enterprise team replaced the legacy MPLS network with next-gen SD-WAN and supplied dual access connections at all wholesale and retail locations, ensuring failover protection. Managed Network Security (MNS) was already in place and continues to provide security for the SD-WAN network at all locations.

They also replaced on-premises voice systems with cloud-based OfficeSuite UC, which includes the WE Connect portal for simple access and full network visibility, all from a single pane of glass. Robert uses the portal on a regular basis to make administrative changes like adding new users seamlessly.

Gaubert moved primary business application servers out of their local data center and into a cloud-service provider in New Jersey to avoid weather-induced outages while SD-WAN enabled all locations to stay connected to mission-critical apps.

A better forecast ahead

Network outages are now a very rare occurrence. With dual-access connections, even if the primary connection goes down, the end users at that location are unaware and unaffected.

With OfficeSuite UC, the phone service is never down and there are rarely trouble tickets—a stark contrast to the high volume of trouble tickets Gaubert experienced with their legacy voice system.

Proactive alerts are sent if a connection has failed and the Windstream Enterprise team works directly with the access provider to get it fixed.

With the new SD-WAN and OfficeSuite in place, Robert gets far less complaints from his end users and customers. The location managers are less frustrated as the network and phone service rarely go down.

With Windstream Enterprise being their single point of contact, managing multiple access vendors is a thing of the past, saving time and allowing the IT team to focus on day-to-day operations and driving the business forward. The WE Connect portal makes administration changes quick and painless.

For Gaubert Oil, the future looks sunny and bright. Without interruptions, they can continue to provide excellent products and services across Louisiana.

"Our migration from MPLS to SD-WAN with Windstream Enterprise was seamless and the support was flawless."

Stephen Robert
IT

Cloud-enabled connectivity, communications and security—guaranteed.

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