



Spicing up a food retailer's network with modern infrastructure solutions

A diverse food company with both retail locations and wholesale operations cultivated a devoted customer base through their incredible selection of international foods. But as they expanded to eight stores, along with a headquarters and two distribution centers, the retailer's legacy technology solutions couldn't keep up with demand. Windstream Enterprise stepped in to help upgrade their network and voice services, ensuring reliability and scalability for their growing business.

At a glance

Industry

Retail

Customer

8 stores

1 headquarters

2 distribution centers

Challenges

Outdated legacy networks

Frequent extended outages

Insufficient bandwidth

Zero network visibility or control

End-of-life legacy voice system

Solutions

SD-WAN

OfficeSuite UC

WE Connect Portal

Results

Robust, reliable network performance

Increased bandwidth

Complete visibility

Co-management capabilities

Reliable, high-quality voice services

Simplified management and maintenance

Sifting through network challenges

The retailer's existing infrastructure was built on a legacy MPLS network, which was both unreliable and lacking in resiliency, with only a single access connection. They experienced frequent outages that often lasted days, taking down their point-of-sale (POS) devices and leaving them unable to process credit card transactions, resulting in lost revenue. In short, the business would be at a standstill during these downtimes.

The MPLS network also lacked sufficient bandwidth to support current traffic and new applications. This included traffic from POS systems, security cameras and other business applications located on servers at their HQ. Additionally, the network provided no visibility or control, making the retailer entirely dependent on their service provider to correct issues or make configuration changes, which required submitting trouble tickets.

Finally, their legacy on-premises PBX voice system had also reached the end of its life and was unreliable. Not only was it complex and time-consuming to manage, but replacement parts were becoming

difficult to find. Like the network, the voice system offered no visibility or management control, leaving them reliant on their service provider for any changes.

"Windstream Enterprise's services provide the business continuity we need to maximize our uptime."

IT Manager
Food Retailer

Mixing in modern solutions

Windstream Enterprise provided a suite of solutions to address the retailer's challenges. To replace the outdated MPLS network, they implemented an SD-WAN solution across all locations with multiple access connections fully managed by Windstream Enterprise. This typically included a primary Ethernet connection and two cable broadband connections,

configured in an active/active setup to maximize resiliency and bandwidth availability.

For the voice system, Windstream Enterprise replaced the legacy PBX with OfficeSuite UC®, installing new, modern phones at all locations. Both the SD-WAN and OfficeSuite UC solutions were integrated with the WE Connect portal, providing complete visibility and co-management control from a centralized interface.

Savoring the benefits

The transition to Windstream Enterprise's SD-WAN solution eliminated network outages and provides plenty of bandwidth for current and future applications. In fact, this additional bandwidth enabled the retailer to launch a new online ordering capability, enhancing customer service and business operations. And thanks to the drastically improved network reliability, they now enjoy seamless business continuity with stores that can remain operational every day.

The new OfficeSuite UC solution, which runs voice traffic over the SD-WAN, delivers reliable, high-quality voice service. In addition, the modern phones are easier to use and empower staff with new advanced features. Plus, since it's a cloud-based system, there are no on-premises devices to manage, simplifying maintenance.

The WE Connect portal provides the retailer's IT manager with the tools needed to monitor network performance across all locations and make necessary configuration changes—a significant improvement over their previous MPLS service. They use the portal daily to review open issues proactively identified by Windstream Enterprise, as well as make routine changes, such as adding new phones, modifying extensions, and resetting PINs and voicemail accounts.

The fully managed suite of network and voice solutions has substantially reduced the management burden on the retailer's IT team, allowing them to focus on business improvement projects. And since the solutions are highly scalable, the new infrastructure will be easy to replicate as the company continues to open new stores.

Cooking up a future-ready infrastructure

With Windstream Enterprise's support, the retailer successfully modernized their network and voice infrastructure. The transition to a robust, scalable and secure technology platform ensures reliable operations so the company can continue doing what they do best—satisfying their customers' taste buds with exotic flavors.

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

“Windstream Enterprise’s customer support is highly reliable, and they rapidly respond to resolve issues.”

IT Manager
Food Retailer

For more information on how Windstream Enterprise can support your technology needs, visit [windstreamenterprise.com](https://www.windstreamenterprise.com)