

Router upgrade for national convenience store chain saves 20% in infrastructure costs

Results at a Glance

Problem

Outdated data connections on multiple platforms increased operating costs

Solution

Technisource deployed a new infrastructure design on a low-cost network connection to all U.S. locations

Results

Significantly improved the network performance

Reduced amount of resources necessary for the support team

Reduced overall infrastructure support costs by 20%

Client Profile

This client is one of the most successful convenience store operations in the world. Starting with three Texas stores in 1951, they now operate more than 7,000 stores in the United States and seven other countries. This client is a well recognized convenience store brand, known for quality products and great customer service.

Business Problem

The client maintained multiple wide area networks (WANs) and circuit configurations with little or no standardization. This added expense and made it difficult for the network support team to troubleshoot and resolve issues in a timely manner.

The proposed cable and DSL solution provided the same or more bandwidth at a much lower price than the existing WAN solution. Once they decided to move forward with the new solution, they reached out to Technisource to assist with its deployment.

The Technisource Solution

Technisource utilized its unmatched resources and proven methodology to provide project management and field installation technicians. Working directly with the client's circuit provider, Technisource successfully migrated more than 1,000 stores to the new low-cost network.

Technisource performed conversions across the entire client geography, including a number of very remote locations. Pilot tests were conducted in December 2007. The project began in earnest in January 2008 and was essentially complete in June 2008, keeping a pace consistent with the client's timeline and the circuit provider's capabilities.

Each site visit included a verification survey, modem and router installation and configuration and circuit validation. Technisource also decommissioned the equipment that had been replaced.

Value Delivered

The new WAN infrastructure installed by Technisource has improved efficiency throughout their environment in a variety of ways:

- Reduced transport costs & staff necessary to support the network
- Improved network speed & reliability
- Reduced the number of installation vendors supplying services

The client was able to improve their network while reducing their network cost by approximately 20%.