

Case Study: Grocery Chain Maximizes Network Uptime

Network Uptime

Network uptime can spell the difference between a successful business and one that struggles. When a regional retail grocery chain saw sales disrupted by outages within its in-store networks, they realized the need for a partner with the expertise and the geographic reach to develop and implement solutions at more than 900 locations.

GCI created a managed service that successfully delivered a four-hour-to-resolution Service Level Agreement (SLA) with a performance rate consistently in the very high-nineties range.

Project Scope

The grocery chain needed a faster, more efficient method to troubleshoot network problems with in-store routers.

The existing processes contributed to the outages, and a four-hour SLA was imperative to resolve the network issues and keep the stores operational and highly productive.



Project Scope

The grocery chain needed a quick and efficient method to troubleshoot poor network performance and outages.

A four-hour to resolution SLA was imperative to resolve network issues and keep the stores operational and productive.



Approach

GCI's 7x24x365 Global Managed Services Center was engaged to provide support for the 900+ stores. GCI's proposal included a 4-hour to resolution SLA to provide onsite remedial router maintenance leveraging GCI's Deployment Services, Logistics Support and Managed Services.



Results

GCI developed a managed service offering to support in-store networks and provide round-the-clock support. Adhering to a 4-hour resolution SLA with a consistently high nineties performance rate, GCI provided exceptional response time to network issues and allowed the chain's IT staff to focus on other strategic initiatives.

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Resolving Network Nightmares

When it came to supporting 900 locations, the IT staff of the regional grocery retailer met with many network challenges.

Technicians needed to manage through multiple priorities and manual processes. In some instances, troubleshooting in-store network outages required negotiating manufacturer warranty claims on faulty equipment and managing returns on broken routers.

Replacement units – and response times – often were delayed, and the stores' productivity could then suffer.



Process Improvements

Business-critical network outages can have a major impact on a grocery chain's ability to complete transactions, so maximizing network uptime was vital to the customer's ongoing success and also to shopper satisfaction.

GCI analyzed the company's networks, diagnosed the issues and recommended a solution that would improve response time while providing more reliable in-store IT networks.

GCI Assessment & Solution

After an initial assessment, GCI determined that it could provide the necessary resources and coverage to dispatch and deliver in-store remedial router maintenance within a four-hour resolution SLA window.

Leveraging its broad geographic reach, GCI offered to keep spare equipment near each of the grocery chain's 900+ stores, ensuring that GCI could meet the SLA requirement.

Further analysis found that the chain's IT staff would benefit from a process improvement for returning damaged equipment for replacement, which was driving administrative costs needlessly higher.

GCI designed a program to support the grocery chain's entire returns and warranty process on their behalf.

The comprehensive router dispatch, maintenance, logistics and disposal program was implemented to support all of the chain's stores throughout the Southeast.



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Business on Track

The grocery business is highly competitive. Consumers have many choices in the marketplace and highly available networks are essential for grocers to support Point-of-Sale (POS) systems, manage inventory and provide efficient and excellent service to customers.

GCI designed a customized managed service solution to provide on-site maintenance and logistics of the in-store networks, combining GCI's technical expertise with its outstanding logistics engine to provide the outcome the customer required.

As a result, the GCI team was able to guarantee around-the-clock on-site service and remediation within a four-hour window. The customer experienced a significant improvement to its in-store network availability for all locations with GCI's support.

The store locations received better service response times by partnering with GCI, and the internal IT team was able to redirect their time to focus on additional projects that were far more strategic to the ongoing success of the business.

Partnerships that Make a Difference

The grocery chain needed support from a third party that could streamline the network issues and related support processes with a guaranteed four-hour SLA.

The customer selected the perfect partner in GCI, who has the expertise and the logistics framework to keep spares on-hand for easy access when and where they were needed.

Services Provided by Global Convergence

- **Deployment**
 - Implementation services
- **Logistics**
 - Staging
 - Testing Services
 - Project Management
 - Returns Processing
- **Management**
 - Dispatch services
 - Monitoring and Reporting

Why Choose Global Convergence

Our International Project Management Office (IPMO) delivers projects and programs that provide governance-driven oversight to meet complex implementation requirements.

GCI delivers the solutions you need within the U.S. as well as in the most challenging regions across the globe.

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Our global deployment and network transformation portfolio offer clients:

- Site Survey and Assessment
- Architecture and Design
- Configuration to Order and Product Assurance
- Project Management
- Implementation and Global Transformation
- Onsite and Remote Staff Augmentation Solutions

Qualified Project Managers, Decades of Experience

GCI's project managers are highly qualified, and GCI has extensive experience in successfully deploying large, global and geographically diverse networks.

A Technology Support Partner to the Multi-National Enterprise

With our ability to provide seamless service delivery in over 170 countries, we can help meet your digital transformation goals on a global basis.

GCI designs, builds and executes an implementation plan allowing our customers to focus on their core business.

GCI – the best choice for customized lifecycle management, maintenance and transformation services for complex and distributed networks.

Governance as a Game-Changer

GCI delivers unprecedented value to its customers with an intense focus on governance and seamless alignment to internal processes.

GCI employs a consultative and highly collaborative approach to support business challenges. We listen. We respond. Our innovative and out-of-the box thinking drives process improvements and builds trusted partnerships with our customers.

GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

GCI was named to the prestigious 2019 MSP 501 List at #59.

Channel Futures.
MSP 501
2019 WINNER

Contact GCI Today

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