QOS NETWORKS

Case Study

Locations	Industry	Solution
2600	**Retail**	**SD-WAN**

Background

The customer is a self storage retail giant with over 2,600 locations nationally. They were originally looking for an MPLS network to solve their challenges. Their current design was from their existing carrier and was inflexible, unreliable with service outages and voice quality issues, and was not scalable for their ongoing needs. They were in critical need of finding a solution that would solve their latency and stability issues and be able to be flexible to add new sites or adjust their needs.

Business Problems

The retailer originally considered an MPLS solution to solve their network needs. QOS Networks was brought in to help confirm what their best network solution would be. They found that an SD-WAN platform would give them more flexibility and performance, allowing them to select the connectivity that suited their budget, instead of focus on its performance. QOS Networks also provided the customer, who had little internal support staff to engineer the project, with a full PMO team and executive leadership buy-in to ensure the projects success. The team was able to articulate the solution to the decision-making leadership team within the customer and select VMware's NSX SD-WAN by VeloCloud solution. The customer also needed integrations for their SolarWinds network monitoring platform and ServiceNow network management platform and have it work with VeloCloud's orchestrator SD-WAN monitoring tool.

Solution

QOS Networks assigned a dedicated team to handle the design and implementation of VeloCloud into the customer's environment. The 2,600 location giant and QOS designed a roll out plan that included onsite techs to be dispatched across their enterprise, at a scale of approximately 40-50 locations each day. QOS also managed the implementation of their cloud-based security platform, Zscaler, which focuses on protecting outbound traffic for their 5500+ employees. QOS was also able to design custom APIs for SolarWinds and ServiceNow to ensure data sharing across their network platforms.

The results were game changing and included service delivered on our SD-WAN platform built for scale around edge virtualization, IoT and security, enabling the customer to be ready for the future state of their stores. We provided 100% uptime on the overlay network from QOS, virtually eliminating network outages. Voice quality issues were resolved, and the customer had full visibility into network performance, application performance, carrier SLA violations and revenue recovery through their ServiceNow dashboard and reports. Focus shifted from IT as a cost center to IT as a revenue center, which was a critical component to the solution from the C-suite. The customer was then able to roll out their custom application 2.0 that drives top line revenue, an option unavailable prior to implementing VeloCloud with QOS Networks.

For more information, visit us at qosnet.com/use-cases