READYING YOUR BUSINESS FOR TOMORROW, TODAY

There are many reasons to believe in UPnetworx for your business technology needs. Here are a few examples of how we've helped customers in a range of industries with their networking issues.

RETAIL

Problem: The premier worldwide distributor of leather and related products has 115 retail stores across 42 US states and seven Canadian provinces, two in the United Kingdom, and one each in Spain and Australia.

Due to the company's hub and spoke internet topology, when the hub's internet connection went down, outlets were cut off from email and credit card processing. The company needed a reliable failover solution to reduce downtime, maintain continuity, improve customer service, and keep store sales moving forward. The company also relies on Unified Communications "UCaas" so connectivity is paramount all around.

Solution: UPnetworx deployed UPnetworx 4G, powered by AT&T, as a backup to the company's T1s. After testing at three stores in diverse geographic areas, 4G SDWAN was deployed within 90 days by our field services team, who configured the on-premises CPE and ensured failover was successful.

Results: Uptime increased by well over 50%. The customer and our Network Operations Center "NOC," via UPnetworx Clarity, could see both circuits and devices. This provided a true picture of their status, and our NOC worked with the carriers on resolution without burdening operations.

MANUFACTURING

Problem: A long-time manufacturing customer tasked UPnetworx with upgrading the organization's technology. Previously, we provided a migration path from numerous one-off carriers and services to MPLS, and a hybrid VoIP environment. We provided network engineering services and tech support. UPnetworx is now their managed IT services provider.

Solution: Knowing their current infrastructure well, our team designed a next-generation SDWAN solution with UPnetworx as the primary fiber internet connectivity, plus cable redundancy and UPnetworx wireless for tertiary backup. UPnetworx increased performance and availability for the network. UPnetworx also provided the project management and migration plan to the new platform, equipment configuration, onsite deployment, carrier service management, and continued our Clarity monitoring services.
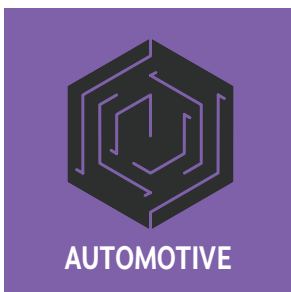
Results: We were able to turn down their legacy services to minimize double billing and yield ongoing savings for the organization.

FINANCIAL SERVICES

Problem: A regional bank was having issues with network availability, voice quality, and problem resolution. Staff could not meet business requirements and needed a trusted partner.

Solution: UPnetworx helped redesign their current network and infrastructure by deploying SDWAN technology utilizing AT&T AVPN "MPLS," cable internet backup, and UPnetworx 4G tertiary backup for network performance and stability with last mile redundancy. The customer's network management and monitoring is now done by the UPnetworx 24/7 NOC team using the UPnetworx Clarity solution.

Results: The IT team is now creating value in the business while UPnetworx keeps the network on and operational.

AUTOMOTIVE

Problem: An Arkansas-based company operates 30 automotive franchises and motorcycle dealerships in the Southern and Midwest US.

Their data network lacked route diversity for optimal redundancy, causing chronic carrier outages, network downtime, and performance issues. Recovery times to systems and applications were generally unacceptable and support processes were manual. Business transactions were stalled, causing negative impacts on revenues.

Solution: UPnetworx designed an innovative solution on the existing MPLS infrastructure that addressed the primary need for 100% uptime and ease of management. This included establishing automation, Methods and Procedures, network management, transition planning, and hands-on support.

SDWAN technology was deployed at all locations for redundant connectivity and as a conduit for the new public connections. High availability AT&T managed internet connections "MIS" were installed as the primary SDWAN connection at all remote locations and terminated into the equipment, with broadband connections and UPnetworx 4G as secondary and tertiary connections. UPnetworx provisioned all carrier services and network devices. The entire network is managed through UPnetworx's Clarity platform and supported by our 24/7 NOC, giving the customer peace of mind and another layer of protection.

Results: A highly redundant, reliable environment that provided improved customer satisfaction with quicker transactions and substantially increased revenue processing.

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