



## CLIENT

A finance company with a significant presence of 1200+ branches in India, serving 3 million customers nationwide.

## REQUIREMENT

The company desired stable connectivity across all the branches where using multi-4-G dongles was useless for maximum signal strength. They also wanted a central monitoring system for service delivery, assurance, billing.

## CHALLENGE

The company faced the problem of manual intervention for backup dongles because of wired broadband failure.

- Unfeasible connectivity in remote branches
- Lack of Static IPs for critical monitoring
- High costs due to standalone dongles and multiple service providers
- Difficulty in identifying and managing new providers in 1200 branches
- Absence of SLA Assurance

## SOLUTION

Viva provided a cutting-edge connectivity solution tailored to their needs. Viva Fusion is a software-defined connectivity solution. The innovative approach included:

- High-performance and resilient network using two high-bandwidth last miles.
- A unique modem with multiple 4G SIM slots with high-gain power antennas for better throughput.
- Static IPs on cellular Internet for CCTV and biometrics at all sites.
- Automatic traffic switching between links to eliminate manual intervention.
- Centralised dashboard system for automated monitoring from the Network Operation Centre (NOC).
- Assured SLA and uptime and 24/7/365 NOC support.
- Leveraging the infrastructure of 300+ franchise partners for fully managed services across all 1200 sites.

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