

Customer story

INDUSTRY:

TEXTILE



HIGHLIGHTS

Stitching Textile Connectivity across Locations with Multiple Connectivity Solutions

CLIENT

A pioneer in the textile industry, it is headquartered in Tamil Nadu and has 250 outlets across India.

REQUIREMENT

The client required enhanced service delivery efficiency that would help increase their operational infrastructure.

The other requirements were;

- Cost-effective, high-speed broadband connectivity across all the outlets
- Service Level Agreements (SLAs) to manage services across all store locations

CHALLENGE

The client faced significant challenges in;

- Maintaining seamless connectivity, impacting overall network efficiency.
- Absence of Centralised Monitoring System for Network Management.
- Difficulty in managing multiple third-party broadband service providers.

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SOLUTION

[Enterprise Managed Broadband]

To address this complex network requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Implementing Edge devices equipped with dual WAN ports, with Viva Broadband as the primary link, ensuring high-speed connectivity.
- Integration of failover SIM network via LTE slots for backup connectivity, guaranteeing uninterrupted service.
- Deployment of a centralised monitoring system (CMS) with cloud features, enabling real-time monitoring and management of network links.
- Cloud-managed services were provided to streamline network operations and ensure optimal performance.
- Consolidation of billing and vendor management under one roof/one bill, simplifying the administrative process.
- Introduction of Service Level Agreements (SLAs) to ensure better uptime and reliability across all store locations.