

Customer story

INDUSTRY:

FOOD



HIGHLIGHTS

How the Food industry achieved centralised network monitoring and remote branch connectivity using SD-WAN?

CLIENT

A renowned bakery with a rich heritage, established in 1903, has expanded its presence across India, operating over 50 branches nationwide.

REQUIREMENT

The client sought reliable and stable enterprise broadband connectivity for all branches and a centralised monitoring system for control and tracking.

- They preferred a single vendor for streamlined management and support.
- They also needed a dedicated service assurance manager for prompt issue resolution and 24-hour service support for immediate assistance during emergencies.

CHALLENGE

The client faced several internet connectivity challenges, including:

- Dealing with multiple vendors
- Frequent link outages in ten branches (minimum of 10 per day)
- Lack of reliable service level agreements causing delayed issue resolution
- Difficulty identifying locations with connectivity issues
- No centralised monitoring system for tracking the connectivity status

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MORE INFO

SOLUTION

[Multibranch Connectivity]

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

The proposed solution included the following components:

- Viva SD-WAN devices were implemented across all branches, enabling centralised network monitoring & management. This solution streamlined connectivity across the organisation, providing enhanced visibility & control over network performance.
- Viva delivered a robust enterprise broadband solution, eliminating the dependency on multiple service providers. This approach ensured consistent, high-quality connectivity across all locations, simplifying operations and reducing complexity.
- A dedicated Service Assurance Manager was assigned to oversee connectivity performance and swiftly address any issues. This proactive support ensured minimal downtime and maintained seamless network operations for the client.
- Round-the-clock service support was provided, offering immediate assistance for troubleshooting and resolving technical challenges. This proactive approach ensured uninterrupted connectivity and enhanced network reliability.