

Customer story

INDUSTRY:

IT



HIGHLIGHTS

Business- class Internet solution from Viva using 4G LTE SIM-based SD-WAN

CLIENT

An FMCG company with more than 20 stores and 10 mobile outlets in and around Chennai. They serve customers from their physical outlets and well as an online marketplace.

REQUIREMENT

Corporate offices were overseeing the complete operations.

- However, their mobile outlets lacked foolproof connectivity & network systems as they were using mobile hotspots to run their CRM and POS software for their daily operations.

CHALLENGE

The existing hotspot/dongle set up was causing many challenges to the company as well as their customers, such as;

- Unsecured Lines prone to hackers
- Poor connectivity
- Unstable network delaying customer interactions
- Narrow reach of Wi-Fi

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SOLUTION

[Remote Connectivity]

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

The proposed solution included the following components:

- With Viva Managed Internet Solution using 4G LTE SIM-based SD-WAN devices, a stable, always available, secure network path to all their outlets was created.
- SD-WAN based CPE as part of the service.
- Unbreakable Internet

Additional Features included;

- High throughput Wi-Fi coverage up to 50mtrs.
- Mac-binding allows only assigned user access.
- Plug n Play
- 24/7 Support.
- PCI DSS, GDPR & HIPPA compliant.