

# Customer story

INDUSTRY:

PHARMACY



## HIGHLIGHTS

Expanded Pharmaceutical Connectivity to tier 2 and tier 3 cities using SD-WAN

### CLIENT

A highly renowned pharmacy chain in India, known for its omnichannel presence and extensive network of over 5000 outlets across the country.

### REQUIREMENT

The client sought a robust and dependable solution to provide dedicated and high-bandwidth connectivity for their expanding network of over 5000 outlets across India.

- Their objectives included having a single point of contact for all connectivity-related matters, enhanced monitoring capabilities, and improved service quality.

### CHALLENGE

The client encountered numerous connectivity challenges in Tier 2 and Tier 3 cities, including the unavailability of direct telco services, the absence of SLAs from local providers, frequent disconnect problems, and multiple vendor issues.

Additionally, they faced a lack of service assurance and a centralised point of connectivity to address these concerns effectively.

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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:

- Remote & Branch Connectivity with SD-WAN: Remote Connectivity provided advanced connectivity using Wi-Fi, 4G/5G, and LTE, ensuring broad coverage and improved performance.
- It prioritises data transmission paths by assessing real-time network conditions such as latency, bandwidth, and packet loss ensuring optimal routing of critical applications, and superior performance to remote locations.

The solution also included:

- Dual Bandwidth Approach
- Hub and Spoke Monitoring
- Nationwide Coverage
- Streamlined Vendor Management
- Billing System Integration
- Enhanced Network Capabilities
- Centralised Automation and Control