

# Customer story

INDUSTRY:

FOOD



## HIGHLIGHTS

Resolving Problems and Increasing Connectivity Throughout Locations

### CLIENT

An internationally renowned, billion-dollar food goods company with 500+ branches across India and ranked in the top 10 chicken companies worldwide.

### REQUIREMENT

Depending on the size of their stores and branches, the client needed a variable bandwidth.

- They also required consistent internet access across various locations to prevent frequent disconnections in numerous stores.

### CHALLENGE

The client operates 500 branches and shops across India and faces numerous challenges, which include:

- Managing various service providers across different locations.
- Juggling billing invoices from multiple vendors.
- Lack of firewall facilities and auto-failover methods aggravating the situation.
- Telecom connectivity issues in remote areas.
- Daily disruptions due to inadequate internet connectivity leading to frequent disconnections.

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## SOLUTION

[ Viva Fusion SD-ILL ]

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

The proposed solution included the following components:

- Consolidating primary and secondary connectivity into a single product reduces costs associated with multiple vendors.
- Auto-failover links were used for reliable connectivity.
- Customisable bandwidth choices with a range of 1 Mbps to 30 Mbps were offered based on the client's store and branch sizes.
- Additional benefits of connectivity with SLA included auto-failover, end-to-end managed services, and streamlined invoicing with a single provider.
- With Viva Fusion, PAN Indian connectivity was made possible, guaranteeing smooth communication everywhere.