

Customer story

INDUSTRY:

RETAIL OUTLET



HIGHLIGHTS

Enhanced performance using intelligent internet traffic management ensuring Retail safety using Managed SD-WAN

CLIENT

A retail chain with multiple stores spread across various cities in India.

REQUIREMENT

The retail business sought a seamless connectivity solution to establish reliable communication and data exchange between its retail outlets.

- Enhancing operational efficiency across all locations was a priority to streamline processes and reduce downtime.
- They aimed to deliver an exceptional customer experience by leveraging advanced connectivity to support real-time updates and services.

CHALLENGE

The retail chain came up against the following challenges:

- Limited availability of reliable and cost-effective connectivity solutions, particularly in distant locations.
- Inability to build secure and high-speed connections between the headquarters and shop sites.
- Difficulty in monitoring and maintaining network performance across numerous outlets.

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SOLUTION

[Managed SD-WAN as a Service]

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

The proposed solution included the following components:

- Implementation of SD-WAN routers at each store location, enabling secure and efficient connectivity.
- Intelligent internet traffic management, optimising data routing, and prioritising for enhanced performance
- LTE backup for redundancy, ensuring uninterrupted connectivity in case of primary link failures.
- Branch security measures, including firewalls and encryption protocols, ensure data protection.
- Centralised monitoring and management using an orchestrator platform, allowing for real-time network visibility and control.
- Service level agreement (SLA) guaranteeing 99.9% uptime and round-the-clock support from Viva's dedicated team.