

Leading Housewares Chain Solves Network Backup Challenge Before Holiday Freeze

Overview

Project

T1 circuit upgrade and server installation

Industry

Leading housewares retailer

Size

~700 Stores

Services

Asset management and field services

Business Challenge

When a leading retailer identified previous attempts at lower speed backups and cellular options did not provide sufficient redundancy, they sought a new solution. However, they were up against a strict deadline to identify, test and install a new solution prior to their established holiday freeze.

Solution

Level 10 conducted a thorough product, application and budgetary requirements evaluation of the retailer's business challenge. The parties agreed a new T1 circuit and Cisco router would provide the hardware solution needed, but the tight timeframe remained a concern of the retailer's.

Level 10, therefore, developed a three-step process that would prepare both the equipment and the stores for the deployment with minimal impact. The phases included: 1. Site Survey, 2. D-Marc Extension and 3. Router Swap.

Phase 1 | Site Survey

A site survey was utilized to work with the retailer and AT&T to determine the closet number and the binding post of the new circuit being brought into each store. It also answered the question of how much effort would be associated with extending the D-Marc from the closet to the store suite. This information was then loaded into the Level 10 customer portal for ease-of-use during the project and for future knowledge/use.

The site survey eliminated the amount of costly secondary visits because of lack of information or miscommunication onsite.

Phase 2 | D-Marc Extension

A D-Marc extension brought the D-Marc from the MPOE to the store suite at the telecom backboard. Based on the findings from the site survey, the technicians were prepared with the appropriate amount of materials and time to efficiently complete this work. This eliminated the amount of costly secondary visits because of lack of information or miscommunication onsite. This was also done after store hours so as not to impact the daily business.

Phase 3 | Router Swap

The router swap completed the installation and turn up of the new T1 circuit. The router was pre-staged at the Level 10 Technical Center and sent to site in a 'plug and play' condition. After all appropriate connections were completed, the technician worked with the support team to validate connectivity and the old routers were sent back to Level 10 for proper asset disposal.

Outcome

The retailer successfully met their deadline of having a full installation of new T1 circuits and routers prior to their holiday freeze. Most importantly, their stores now have a high speed back up solution in place to help guarantee ongoing connectivity in the event a primary circuit fails. This limits the impact of a network outage for both store operations as well as their valued customer.

About Level 10

Level 10 is one company, everything IT. With increasing IT challenges, we recognize retailers need less partners to do more. By strategically bundling our services-- hardware procurement, software development, asset management, maintenance field technician support and service desk support--we act as an extension of retailers' IT teams throughout their technology & mobile deployments, store openings/closings/remodels, and in-store support work.