STEP

SUCCESS STORY

MAXIMIZING UPTIME WHILE INCREASING COST-EFFICIENCIES

Network Failover Solutions Provide Diverse Secondary Networks

Unforeseen challenges such as storms, construction accidents, and networking configuration errors can cause WAN downtime, which is costly and debilitating for a supermarket chain that needs their technologies, devices, and applications connected to the data center and the cloud at all times.

Client: Midwest Supercenter Chain
Solution: Monitoring Cradlepoint Routers

499 Stores

Across **6 States**

89 Years in Business

1 Challenges:

The Midwest Supercenter Chain has no on-staff IT department and outsourced their server team. They had contracted with vendor to provide a failover solution for their stores, but it was not installed properly. Within 18 months, the Supercenter Chain was frustrated that the system was no longer working, nor had it been updated since the original install. Half of the routers were not talking to the cellular network and the Supercenter Chain had lost all faith in cellular routing.

2 Solutions:

STEP came in to assess the situation and ultimately built a "Golden Config" outside the Customer Care Center. Cradlepoint routers were installed and registered. The software program that was written to monitor each router now enables real-time info. After the Logic Monitor was written within a few short months, all 265 routers were working at the same time. The solution design allows for alerts, troubleshooting and support via a remote management solution.

3 Outcome:

All experiences from the customer to the back office have been significantly improved and the equipment's reliable uptime connectivity to the Internet is the norm. Over the last year, STEP has further upgraded the Supercenter Chain locations with 5G routers and moving them from Verizon to T-Mobile for all stores across six states. Now the speed of the routers is so fast, momentary Internet loss from Charter or Comcast goes undetected. Highly reliable POS access prevents guest frustration and drastically reduces the amount of money lost from fraudulent and declined credit card transactions.

Why STEP?

STEP is an award-winning, nationwide IT services engineering firm known for providing cutting-edge services and solving complex IT challenges through a blend of experience and expertise. STEP is not just a vendor but a partner - ready to meet your needs promptly and efficiently.