



Client Story

# Wholesale Frontrunner Exceeds Customer Expectations With 99.95% Uptime

Achieving superior network uptime, this distributor is differentiating with less than a minute of downtime per day — and record-speed service for its 600,000+ customer base.

The vision: Faster delivery and superior service — driven by smarter IT operations

There are many reasons why food distribution has grown to a \$208 billion industry. One of those reasons is strategic technology transformation.

This global leader in wholesale distribution serves more than 600,000 customers across the nation. The mission: to deliver top-tier products on time as efficiently as possible — with the network powering back-end operations. But with the company’s network infrastructure nearing end-of-life status, its director of network services saw an opportunity: to create competitive advantage by modernizing the network, which would align with the business’s growth strategy.

“My goal is to build the highways and byways — the underlying infrastructure — to support growth strategy,” he says. “We’re expanding into the cloud. We’re fortifying security. We’re working smarter and not harder. And our network is a critical piece of that plan.”

With 140 locations to modernize, the company didn’t just need a physical network replacement. It also needed a strategic plan to execute at scale, with as little interruptions as possible. That’s where Insight came in.

*“99.95% uptime capabilities mean we can pull product all night long [and] in the early hours of the morning to deliver to our customers on time. We have multiple facilities that do over a million cases a day. This has been a game changer.”*

## Industry:

Wholesale food distribution

## The challenge:

Modernize the network and improve availability across 140 facilities.

## The solution:

An all-new network to achieve 99.95% uptime — deployed and installed at scale

## Insight provided:

- Network site design and planning
- Full-scale network deployment and installation
- Post-deployment test results, updated wireless and network diagrams, and site inventory

## Insight services:

- Professional Services
- Lifecycle Services

## A partner with muscle

Insight's team went to work, surveying across cabling, wireless, power and electrical sites. Our teams deployed and installed all network components — from wireless to routers, switches and cabinets.

Insight's director of services reflects on the massive scale of the installation:

"The facilities go on for a mile in size. Some of them have sub-zero freezing temps. Our networking teams wear environmental suits to do the installs with 15-minute windows before their laptops can freeze up. It's a challenge we've welcomed with open arms in order to build the groundwork for this client's ongoing transformation."

Post-deployment, Insight's teams provided the company with updated test results, wireless and network diagrams, and inventory, ensuring peak visibility and measurable progress.

## A new era for the network

Since engaging Insight, the business has not experienced a single severity one outage, and has achieved network uptime of 99.95%. That's less than a minute of downtime per day — a number that will continue to decline as modernization efforts continue.

Today, the client's wireless network powers a massive fleet of forklift vehicles picking and loading palettes onto trucks, 24/7.

*"Insight built the foundational pathways that unlocked new data center capabilities for us...the efficiency gains will be massive for our organization."*

"We have very short intervals of time to have orders out the door for delivery," says the client's director of network services. "99.95% uptime capabilities mean we can pull product all night long. We can load our trucks and get them out the door in the early hours of the morning to deliver to our customers on time. We have multiple facilities that do over a million cases a day. This has been a game changer."

He adds, "Insight built the foundational pathways that unlocked new data center capabilities for us. We have since installed new data centers interconnected directly into the cloud at four to five milliseconds away. The efficiency gains will be massive for our organization."

## Benefits & outcomes:

Improved experiences across

**600,000+**  
customer base

**99.95%**

network uptime  
across all aspects —  
LAN, WAN and wireless

**Zero** severity one  
outages since  
engaging Insight

Wide-scale network  
modernization across

**140 facilities**