



Case Study

International High-End Grocery Store Chain Leverages New and Refreshed Technology to Improve Customer Experience and Support Growth

The client

The client is an international, high-end grocery store chain that operates nearly 500 stores in North America and the U.K. A leader in its field, the company has grown steadily since its founding in the 1980s and now has more than 90,000 employees.

The challenge: Upgrade aging equipment with advanced solutions while adhering to a strict zero-interruption policy enforced with financial penalties

The grocer needed to upgrade aging systems in existing stores and also ensure that new stores have state-of-the-art, standardized network and communications solutions. They wanted to enhance the customer experience and also provide staff with the best technology available by upgrading their networks and installing cellular boosters as needed. The new technologies enable SD-WAN capability, upgrading the network speeds from sub 50mbps to fiber gigabyte uplinks, with redundant paths for improved business continuity.

While no business wants to be offline during technology implementations, this client has a strict requirement of zero unplanned service interruptions. Providers that fail to meet that requirement face fines tied to any revenue loss during the outage. Consequently, while our teams always strive to minimize disruptions, there was added pressure in this engagement.

Industry:
Retail

Insight provided:

- Advanced technology (Cisco, Meraki, Mist, HPE)
- Hardware installs and cabling
- Network deployment
- Voice installs/refreshes
- Cell repeater design and installation
- Zero-interruption implementations

Insight services:

- Consulting
- System architecture/design
- Solution deployment
- OneCall Support

The solution: Powerful new technology from Cisco, Meraki, Mist, and HPE provided in an ongoing series of implementations

Insight began the engagement by consulting with the client's IT team to assess and prioritize needs. Then, we designed solutions that capitalize on advanced technology from industry-leading providers like Cisco, Meraki, Mist, and HPE, and laid out the steps necessary to implement the systems. This has involved an ongoing series of deployments that has included:

- Hardware/voice installs in 32 new stores
- Full cabling for six new stores plus five voice refreshes and five cell repeaters
- Voice refreshes in 15 existing stores
- Cell repeater design and installation at approximately 15 stores

In addition, our OneCall Support services have been available for WAN activation at 200 stores. Our team has also addressed nearly 600 voice tickets to help the client maximize access to and benefits from new and existing solutions.

The benefits: Enhanced client/staff experience, improved uptime, reassuring remote monitoring and troubleshooting, and enhanced communications

Our ongoing work as a trusted technology advisor to this leading grocer is providing immediate results and will also produce long-term benefits. With each new solution implementation or technology refresh, the client is enjoying improved uptime, faster gigabyte fiber speeds, better and more reliable communications, and networks that are standardized and more efficient to support and maintain. The new wireless and cellular solutions enable customers to utilize Amazon Prime benefits as well as support Amazon lockers being deployed in the stores. The wireless solution also enables the use of locations services in the future to better support and cater to specific customer needs and habits. They also now have the peace of mind that their systems are being monitored 24/7/365 and any issues with the upgraded wireless technology will be promptly assessed and resolved by a team of experienced support engineers.

Over time, there is every expectation that the new solutions will deliver cost savings as they continue to support the needs of customers and staff. The advanced technology and the financial results it produces are also expected to help the client expand its footprint and increase market penetration.

Benefits:

- From mbps to fiber gigabyte uplinks
- Improved uptime and redundancy
- Cellular signal enhancement



Enhanced
customer experience



**Alignment
with new
technologies**

**Remote
monitoring and
troubleshooting**



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