

CASE STUDY

Auto Parts Retailer

A leading auto parts manufacturer in the U.S. required improved connectivity, Wi-Fi, increased bandwidth, an updated telecom infrastructure, and ensured business continuity through avoidance of outages even in the most remote locations.

Customer

- One of the largest specialty retailers of automotive aftermarket parts.
- Thousands of stores across the United States.
- Serves both the do-it-yourself and professional service provider markets.
- MetTel client since 2013.

Challenge

- Continuous growth created a tangled telecommunications system for the client.
- Inclement weather caused frequent voice and internet outages leading to revenue loss.
- Low bandwidth created service quality issues, especially in rural and remote locations.
- No consistency in communications deployment and services at each location.
- The client needed visibility into telecom spend by each location and the ability to track improving operational efficiencies.



Solution

- VoIP replaced traditional phones providing greater reliability.
- MetTel upgraded the client's network and increased available bandwidth at all locations by adding SD-WAN with broadband bonded with MPLS and 4G wireless backup.
- Line of Sight Broadband was installed to provide coverage to the client's most remote locations.
- 24/7/365 Monitoring and Management NOC staffed by certified engineers.
- MetTel's easy to use Bruin platform gives the client complete visibility into managing inventory, usage, spend, reporting and repairs for all its telecom systems at 5,000+ locations.

Key Results

- $1M+ in annual savings due to consolidation and network upgrades.
- Significantly improved bandwidth, including in rural and remote locations.
- New communications ecosystem with enhanced security, redundancy and reliability.
- Utilizing a template-based roll-out, MetTel delivered VoIP and Managed SD-WAN solution, avoiding downtime even during implementation.
- With centralized control of thousands of locations, the client has a cost savings plan that is in effect year after year at a discounted rate for the life of the contract.

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