

MANUFACTURING CASE STUDY



"Delivering our stores the technology they need to help our clients is our top priority "

IT Manager

OVERVIEW:

CHALLENGE

- Business Outpacing Network
- Poor Customer Experience
- Network Bottlenecks
- Limited Budget

SOLUTION

- Managed Network Services
- MPLS Network
- Internet Access
- 24x7 NOC
- Pivotalogic Partnerships

RESULTS

- Improved Customer Experience
- Continue to Grow Store Revenue
- Free Up IT Resources
- Met Budget Constraints

Challenge

Family-owned-and-operated wholesaler of high-quality flooring products serving the Upper Midwest with 17 locations. Business was outpacing current network & Internet bandwidth for delivering customer experience and increased revenue. Needed quicker time to identify and mitigate network bottlenecks and outages and remain cost neutral.

Solution

Pivotalogic was able to work with our trusted network partner to provide an improved MPLS network and Internet access at cost neutral and get 5x the amount of bandwidth. Pivotalogic also provided 24x7 managed network services to more effectively manage the network relationship and network trouble tickets.

Results

Client was able to delivery an improved customer experience at the store locations and grow their revenue. Client was able to free up resources by having Pivotalogic 24x7 managed services to trouble shoot network issues . Client was able top meet their budget restraints by Pivotalogic's relationships with it's network provider.

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