MSP Overcomes Highly Complex WAN Cellular and Wireline Challenges

THE PROBLEM //

With all managed locations' communications being conducted entirely over a complex combination of fixed wireline and dual fixed cellular WAN connections, the MSP had to overcome several challenges.

Carrier Management
Carrier support organizations often assess circuit issues too quickly and point to other things as being the source of problems. This is difficult to manage with a single carrier and is compounded when more are involved.

Best-effort Cellular Circuits
Cellular circuits are highly susceptible to interference from other radio noise and are degraded by a number of other complicated factors. With no performance guarantees available or possible, managing the performance of cellular connectivity is difficult, to say the least, especially when that is the sole means for data communication.

Multiple Technologies
Two carriers and two different device technologies are enough of a challenge. Adding to that the need to integrate the flow of notifications and reporting across multiple ticketing platforms means the management of diverse carriers, diverse manufacturers, and diverse software platforms. That requires a lot of specialized expertise.

Scalability
Solving the first three challenges is irrelevant if it's not scalable, and with thousands of sites (and growing) to manage, any solution to these problems must be demonstrably, highly scalable.

CUSTOMER OVERVIEW //

The MSP is outcome-driven with a mission to empower multi-location businesses to maximize location uptime, reduce problem repair times and unnecessary costs.

INDUSTRIES SERVED //

Retail | Auto | Healthcare | Distribution
Financial Services | Manufacturing

LOCATIONS //

16,000+

OUR SOLUTION //

The MSP leveraged Intelitrex, a unified WAN optimization engine, to deal with these challenges. Intelitrex provides primary and backup alerting and ticketing, network and carrier performance visibility, tailored integrations, and cellular performance intelligence.

Intelitrex's patent-pending cellular grading algorithm monitors for device state, cellular health and performance, notifies stakeholders of need-to-know events, and reduces the noise common in cellular environments.

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THE RESULTS + BENEFITS //

As a result of implementing Intelitrex, the MSP experienced:

- game-changing reduction in trouble ticket volume
- significant improvement in site uptime reliability
- optimized IT footprint
- enhanced connectivity performance
- significant reduction in operational costs

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Ready to take the next step? Let's connect.

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