Retail Case Study: WAN Performance Consultancy & Managed Service

intergence
PLATFORM.   DELIVERY.   EXPERIENCE.

Helping a major UK retailer maintain critical WAN services during the peak Black Friday and festive trading periods.

INTRODUCTION

Intergence works with many UK and International enterprise customers to help visualise, optimise and manage their IT Infrastructures. The main focus of activity is helping clients protect, prioritise and optimise their business critical services across diverse estates including Cloud, WAN, LAN, and Data Centres.

SITUATION

Early in 2014, Intergence were asked by a major UK retailer with several hundred branch locations to help identify critical problems which were leading to Point-of-Sale (cash till), "lock-ups" and in some cases causing complete branch outages due to non-functioning of these PoS devices. This was having a significant impact on both brand image and revenue.

INITIAL WORK

Initial consulting work involving specialist know-how and technology pinpointed the root-cause of the problem. This work, completed over six weeks, was presented via a detailed report with recommendations for remediation. The key finding was that customer in-store WiFi was impacting the performance of business critical applications due to uncontrolled non-business traffic.

NEXT STEPS

Intergence then undertake more detailed testing, and worked with the retailer to identify and prioritise applications in order of business criticality. Once this process was completed, the critical business applications and services were protected and prioritised ensuring primary access to services over other applications. This solution was then applied to other less critical business traffic to protect it from non-business traffic.

Business Benefits

- Dramatic improvements in Point of Sale performance with higher customer satisfaction due to more responsive and reliable checkouts

- Increased revenue through the tills due to improved reliability

- Greater visibility of the entire retail IT estate and how it is performing

- Quicker problem resolution due to targeted trouble-shooting and granular visibility

- Elimination of highest severity 'Critical' incidents for the peak trading period (7 in 2013, 0 in 2014).

- 37% reduction in Critical and High severity incidents (24 in 2013, 15 in 2014).

- Faster, more controlled and automated incident recovery following network outages through prioritisation of critical business services

- The ability to offer additional services to customers through intelligent understanding of the performance of the IT infrastructure and potential impact when deploying new services.

APPFIRE MANAGED SERVICE

After successfully proving the service, Intergence rolled out the Appfire Managed solution across the entire retail estate over a period of six weeks, in time for peak Black Friday and Christmas trading. The service scaled extremely well due to centralised management and "rapid to deploy" devices. Intergence managed the whole process from Programme Management, design, staging and implementation. Now that the service is live, Intergence provides a full Managed Service for all of the application monitoring and management from its headquarters in Cambridge.