

# ONECALL

## Wireless Support for a Leading Industrial Supplies and Equipment Provider

### Summary

A large-scale supplier of industrial parts, tools, and equipment with over a million unique products and a network of over 300 warehouse stores required reliable maintenance services for its wireless network. The company processes orders and payments through Point of Sale (POS) systems connected wirelessly to its on-premise data center at its headquarters. The stores lacked the technical expertise to fix issues with equipment such as access points (APs), resulting in a loss of sales and revenue.

PivIT offered maintenance services (OneCall) for the company's hundreds of warehouse stores nationwide, troubleshooting issues remotely and on-site as and when they occur. With a strategic network of depots and engineering talent, paired with support for a wide range of equipment, PivIT could offer next-day service-level agreements (SLAs) for their stores spread from the West Coast to the East.

### Customer's Needs

As a leading supplier of industrial products through a large network of warehouse stores, the company struggled with handling technical issues, which resulted in downtime for their stores. Although the company has redundant infrastructure and a central command data center to process transactions, it required help with the wireless infrastructure in its stores. The warehouses don't have dedicated IT personnel.

The customer needed a maintenance partner who could help optimize their on-site wireless infrastructure at the warehouse stores and quickly get the system back on track when issues occurred. They wanted to ensure their POS system, in particular, was always online.

## PivIT's Solution

PivIT's maintenance offering, OneCall, dealt with the client's need to maintain its wireless systems at different locations countrywide and ensured communication systems and POS were available around the clock.

PivIT's hands-on experience with networking equipment, including wireless staples like routers and APs, meant it could step in when new configurations were required or any issue or failure occurred. Unlike other maintenance providers, PivIT was well-positioned to cater to the massive footprint of the stores scattered throughout the country.

Here's how PivIT via OneCall helped the client keep its wireless network always on and never miss out on sales:

- Network side support for a wide range of equipment from multiple vendors.
- Support for legacy appliances installed in many of the warehouse stores.
- Wireless site surveys to optimize the placement, installation, and configuration of APs in stores.
- Next business day SLAs for on-site support and part delivery.
- Nationwide coverage.
- Minimizing costs of maintenance.