

## Financial Firm 950 + Locations

A financial firm considers information security, compliance, and reliability as its highest priorities for its communications systems. It uses a suite of applications in order to process checks, loan applications, and credit card payments for its customers nationally. It requires its systems to be available to staff at 950+ branch offices on a consistent, reliable basis. Moreover, it requires 100% uptime of its phone systems at all locations including during a planned migration to a VoIP phone system (Hosted PBX).



**KEY FOR SUCCESS:** find ONE partner with a reliable, secure network infrastructure coupled with award winning network support. The partner needed to provide a "Solution in a Box," built to exact specifications, delivered with impeccable coordination and "white glove" installation to all nationwide locations within an allotted budget.

### Challenge

- Inconsistent technology infrastructure at over 950+ sites
- No existing voice or data redundancy
- No standardized LAN infrastructure
- Secure locations requiring absolute adherence to a very specific process for installation
- Lack of internal resources and funds to inventory, program and deploy new technology
- 280 sites deemed urgent sites that require new primary internet access due to expiring contracts
- Complete entire project within 13 months due to corporate infrastructure changes
- HPBX platform and Meraki cohabitation issues

### Solution

- Install reliable Primary and Secondary internet access for failover redundancy
- Install reliable Primary HPBX Voice Service with Secondary POTS Telephone Service for failover redundancy
- Develop "assembly line" implementation flow to deliver a consistent solution to 950+ sites to include – Smart UPS, Meraki Managed Firewall and POE Switch, Managed Primary and Secondary Routers, patch panel with cable management all color coded and labeled within a locked cabinet
- QA process was successfully implemented
- 280 urgent sites receive new primary access deployed within 6 weeks avoiding downtime due to expiring contracts
- Nationwide solution deployed at a daily pace (including after hours, weekends and blackout periods) completing 6 weeks ahead of 13 month deadline
- Comprehensive project plan and a per site transition plan provided
- At each stage, Spectrotel deployed Professional Technicians to perform site surveys, installations (which also could include inside wiring), and cleanup for all 950+ sites
- Platinum Monitoring of the network health with proactive notification and ticketing

### Result

The client found an invaluable partner in Spectrotel; one that could build and deploy a "Solution in a Box" nationally that could also adhere to their strict specifications and complete the entire project by a strict deadline. All aspects of the project, from installation to provisioning to monitoring of services, were completed through Spectrotel. This greatly simplified not only the network transition but also the day-to-day management of over 950+ sites.