

Prepare for the Worst, and Strive for the Best:

How FSS Minimized Network Downtime for a Top Logistics Company

THE BACKGROUND

When an international supply chain management organization approached Federated Service Solutions (FSS) to take over an SD-WAN project across 20 different sites, their primary concerns were crystal clear. They needed an agile IT firm to move their existing network to a new one quickly and effectively, minimizing downtime.

FSS — as always — was up to the challenge.

THE CHALLENGE

As a world leader in cutting-edge logistics solutions, our customer identified 20 sites across the United States that required a better network solution. After a frustrating year with a company that wasn't up to the task, with Technicians showing up unprepared and without crucial equipment, our customer knew this time-sensitive project needed the experts at FSS. The network at these sites was vital to daily operations, so there was a limited window to take down the live network, transfer everything, and get the new system up and running. It had to happen quickly and efficiently to prevent prolonged downtime, unhappy customers, and potential revenue loss.

OUR SOLUTION

Preparation was the name of the game. The FSS team created a plan of attack well in advance and learned from each iteration. Here's how we did it:



FSS shipped a laptop kit to the FedEx store closest to the site, where our Technician retrieved it ahead of the job.

The laptop kit included a fully loaded laptop and other essentials to ensure the process went off without a hitch.

Our Technician arrived at the site one to two hours ahead of time to get a solid lay of the land.



Our customer provided a Cradlepoint device to keep our Technician connected even when the network was down.

THE RESULTS

In the end, FSS provided this customer with consistent uptime and minimal interruptions to business flow across all 20 sites. This resulted in at least **90 hours of labor saved** due to three key elements: preparation, flexibility, and expertise. FSS crafted a plan of action to avoid unwelcome surprises, including dedicated laptop kits with the necessary hardware and software. By meeting the customer's needs quickly and flexibly, the team moved to different sites with just days or weeks' notice and executed during optimal times. Most importantly, FSS provided knowledgeable IT Technicians and Project Support who completed each step with ease thanks to their foresight and expertise.

WHO WE ARE

FSS is a single-source, global provider of IT infrastructure and equipment solutions with a proven track record in retail, hospitality, manufacturing, communications, food service, construction, and financial service industries. Specializing in network design, configuration, staging, deployment, and ongoing management in both new and existing environments, this WBENC-certified organization is full of solution-driven IT professionals with an average of 15 years of industry experience.