

S&P 500 Building Supply Company Improves Cellular Connectivity Performance and Site Uptime

CUSTOMER STORY

THE PROBLEM //

It is becoming more and more common for companies to leverage fixed wireless (cellular) devices as a backup to primary wireline circuits due to their low cost and supposed ease of installation. There is a trade-off to these, though, as cellular is only "easy" to install in that there is no wireline circuit to provision and no need to wait for a carrier to install a physical circuit.

In reality, cellular is highly complex. Installation location matters a great deal, as the distance from the tower, interfering construction materials, and the presence of other radio noise all impact the integrity and strength of a cellular signal.

The construction supply company did as most companies do during installation: a basic installation of their backup cellular device, conducting only a rudimentary test to ensure there was (at the time of installation) presence of a signal, and then hoping for the best.

This resulted in uncertainty as to when those failover devices would actually be available when needed.

The critical backup circuits were unavailable 622 hours a year on average, causing unnecessary and revenue-impacting site downtime

CUSTOMER OVERVIEW //

American manufacturing and building supply company operating over 500 locations across thirty states and Canada.

INDUSTRY //

Building Materials

LOCATIONS //

500+

OUR SOLUTION //

The company partnered with Trestel to solve the problem.

Trestel's platform provides deep intelligence into the WHY of WAN-related issues, both wireline and wireless. In this case of wireless backup, it revealed the truth behind poorly performing cellular circuits and the cause of their all-too-frequent downtime and, even when not down, poor performance.

Trestel was able to show the strength, power, and quality of their cellular signals over time. Based on that information, they identified chronic sites, enabled trend analysis of them and an ability to focus their necessary remediation efforts in the right direction.



THE RESULTS + BENEFITS //

As a result of working with TrexTel the building supply company gained:

- 86% reduction in site downtime
- Reduced number of sites with persistent, recurring issues
- Improved overall connectivity performance



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

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