



## Granite EPIK delivers reliability and six-figure savings on POTS replacement for a national retailer

### Challenges

- Company sought to upgrade its aging analog POTS infrastructure to improve visibility into network status and reduce costs
- Each of the company's more than 1,500 locations required between one to three lines per site to maintain voice, fax, fire and security alarm systems
- Store footprint required a complicated patchwork of carriers, bills, and service agreements; customer desired an efficient and scalable solution to reduce IT and finance administration burdens
- Previous solution provided inadequate visibility into the network for up/down status of individual POTS lines, creating delayed, reactive service in the event of network disruptions
- Cost of traditional POTS lines was increasing, while service quality had diminished due to reduced availability and increased wait times for truck rolls
- Data security was a high priority due to the volume of store POS transactions

### Solutions

- Granite proposed a wireless POTS solution with end-to-edge encryption based on EPIK four-port devices using broadband primary connections
- For reliability, cellular backup with dual-SIMs was used, and for security, Granite delivered cellular service via private APN
- 24-hour battery backup – provided in case of power failure – ensured always-on reliability for critical applications
- Proof-of-concept was completed at five unique test locations prior to full rollout, with diversified line, hardware, and infrastructure configurations
- Granite Managed Field Services executed installations, informed by pre-install site surveys, to determine device placement options and assess cellular signal strength
- Granite Project Management delivered end-to-end coordination including facilitation of weekly calls with sites, order placement and provisioning
- Granite Guardian improves network visibility with 24/7 line monitoring at Granite Network Operations Center and provides proactive ticketing notifying the carriers as soon as an issue is identified by Guardian

### Customer Profile

#### Industry

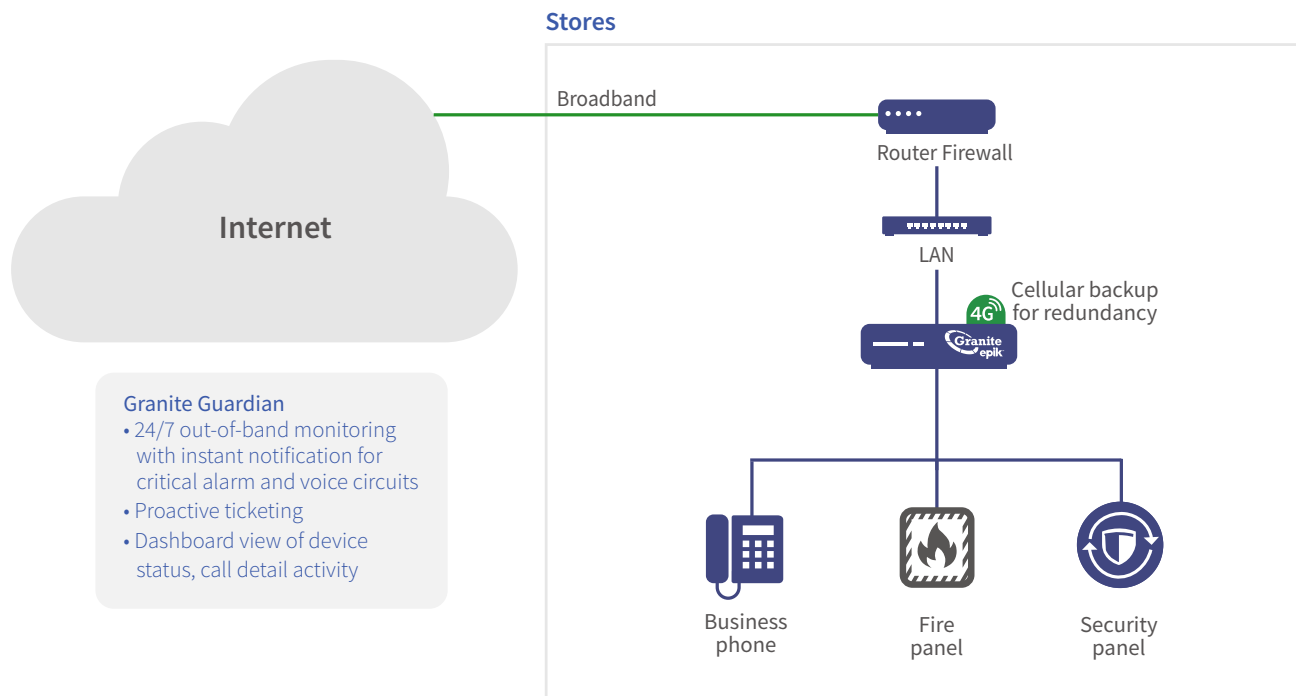
Pet Care

#### About

- A recognized leader in the pet care industry
- Locations spanning the United States, Mexico, and Puerto Rico



## Solutions *(continued)*



## Results

- EPIK solution enabled consistent alarm solution across all stores, while delivering \$500,000 in annual savings
- Proof-of-concept at test locations enabled smooth solution rollout with confidence and no negative customer impacts
- Solution eliminated dependence on analog POTS lines, eliminating the dual risks of escalating costs and diminishing network reliability
- Complex upgrade has been executed on time with minimal business impact through Granite end-to-end project management and field installation
- Granite Guardian advanced monitoring provides peace of mind with 24/7 visibility into end-to-end network performance and proactive trouble ticketing
- Private APN allows priority access to cellular network during high-traffic periods
- Granite acts as a single vendor for all sites nationwide, simplifying financial paperwork and IT complexity