AGILITAS

SUCCESS STORY

Efficient large-scale infrastructure modernisation project, with ongoing maintenance support for SD-WAN and Wireless technology.

Agilitas have partnered with a leading technology platform and cloud-first solutions provider to deliver an infrastructure modernisation project for a well-known hospitality chain.

With over 700 locations across the UK and Ireland, the end client embarked on a large-scale infrastructure modernisation project, aimed at upgrading its legacy network infrastructure to Software-Defined Wide Area Networking (SD-WAN) technology, also upgrading WiFi connectivity to enhance the customer experience. This upgrade was essential to improve network performance, scalability, and reliability across its vast range of locations, which also include sites in the Scottish Highlands and within airport terminals.

Our channel partner required a support partner that could handle the entire supply chain from start to finish, managing everything from hardware storage and distribution including complex project management through to the ongoing hardware support.

Agilitas was selected as the partner for the SD-WAN modernisation due to its comprehensive capabilities as a one-stop shop. Agilitas were able to provide a holistic solution that covered every aspect of the project, ensuring the successful rollout of SD-WAN infrastructure without disruptions to existing operations.

HIGHLIGHTS:

Multi-site distribution across 700 locations

Support for new and legacy infrastructure

Seamless upgrade, ensuring that the hospitality venues experienced minimal downtime during the upgrade process

WHY AGILITAS?

Consolidate to a single partner
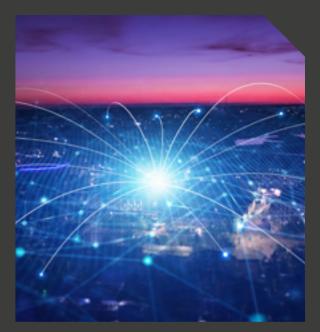
Global network

24/7 UK-based support

Comprehensive project oversight

EFFICIENT DISTRIBUTION OF SD-WAN HARDWARE

Leveraging its global network, Agilitas were able to provide fast and reliable delivery of SD-WAN equipment across the end-user sites. By using our forward stocking locations, Agilitas optimised delivery routes and ensure parts were delivered to the correct location to required deadlines.

FULL-SCALE PROJECT MANAGEMENT

Acting as a central coordinator, Agilitas provided dedicated project management services to ensure seamless communication between all parties. This was especially important for arranging the necessary airside clearance for engineers at airport terminal locations. Regular project calls between teams minimised project complexity, delivered consistent progress updates to reduce risks and ensured the deployment remained on schedule.

ONGOING SUPPORT FOR INFRASTRUCTURE

With new infrastructure in place, our channel partner is utilising our hardware maintenance service to ensure ongoing support for their technology and maximum uptime for their end-user client for years to come. Our channel partner has full flexibility and can complement their own in-house capabilities by outsourcing the level of support required down to individual product and site levels. For example, they are able to select parts only support for regions where they have their own engineers, or upgrade to our parts and engineering provision for any locations where sourcing an engineer goes beyond their current capabilities.

Whilst our channel partner only required support for the new equipment for this project, Agilitas are able to support both new and legacy technology, providing a one-stop shop service for our channel partners, streamlining processes and reducing costs.

COMPREHENSIVE LOGISTICS SOLUTIONS

The successful roll-out of SD-WAN infrastructure highlights Agilitas' ability to deliver comprehensive logistics solutions for large-scale technology upgrades. As a one-stop shop, Agilitas provided the perfect balance of distribution speed, inventory management, project oversight and ongoing support. For organisations undertaking complex infrastructure upgrades, Agilitas is the reliable, safe pair of hands needed to manage both new and legacy systems, delivering results on time and in budget.

By partnering with Agilitas, the client successfully modernised its network to SD-WAN, positioning itself to deliver faster, more reliable services to its customers.