



# Modernizing Legacy Telecom Infrastructure for Improved Efficiency and Cost Savings

## Challenges

- Facing the sunset of their legacy Plain Old Telephone Service (POTS) lines and Primary Rate Interface (PRI), the client needed to find a cost-effective alternative.
- POTS lines were becoming increasingly expensive to maintain, impacting the client's bottom line.
- Maintaining these outdated analog systems was no longer viable, posing both business and technical challenges.

## Solutions

- Through initial discussions, Granite identified the need for a large-scale solution encompassing over 2,000 locations.
- Granite presented several POTS replacement solutions, including:
  - » **EPIK (Ethernet Private Line Internet Connection):** This dedicated, high-bandwidth internet connection provided a reliable and scalable alternative to POTS lines.
  - » **SIP (Session Initiation Protocol):** This voice-over-internet protocol offered a cost-effective alternative for voice communication compared to traditional phone lines.
  - » **Cloud-Hosted Solutions:** These solutions leverage the cloud for voice and data services, offering flexibility and scalability.
- The client opted for a multi-pronged approach, deploying a combination of EPIK, SIP, and Cloud-Hosted solutions across their locations. This comprehensive solution addressed the diverse needs of their various sites.
- Granite engaged their Solution Engineering Team which ensured a smooth implementation process.

## Customer Profile

### Industry

Retail

### About

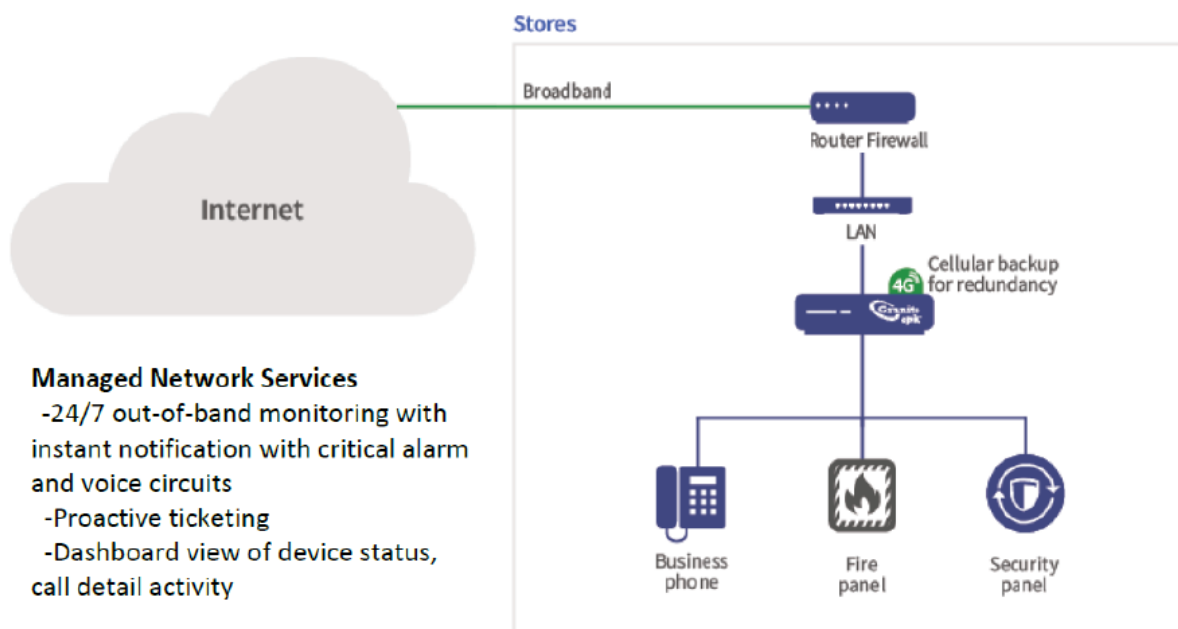
- Nationwide
- Service of remote sites and hundreds of devices
- Project Management and network rollout completed within 90 days



## Continued

## Results

- The client's adoption of these modern telecom solutions is expected to yield significant benefits.
- Replacing the client's POTS lines with more efficient solutions such as SIP and EPIK will lead to reduced telecommunication expenses and cost savings to the bottom line.
- Implementing Granite's cloud-based solutions will offer greater flexibility and scalability, allowing the client to adapt to changing needs with improved efficiency.
- Granite's reliable and high-quality communication solutions will contribute to a better and improved customer experience for both internal and external clients.
- Currently, the POTS replacement solutions are being deployed across the client's locations with the ongoing support of Granite's Project Management and Solutions Engineering Teams.



### Managed Network Services

- 24/7 out-of-band monitoring with instant notification with critical alarm and voice circuits
- Proactive ticketing
- Dashboard view of device status, call detail activity