Grocery Chain Takes Network Troubleshooting Off the Store Floor and Saves Over $1.3M in Dispatch and MSP Costs Through Granite Circuits and edgebootPro

Challenges

- With more than 2,000 stores, more than 24,000 network incidents a year and no IT staff in any store, the chain's network support model depended on non-technical personnel. A lean corporate IT team and a third-party MSP supported the fleet remotely, but neither could see what was wrong at a store, or reach the equipment, without someone on site. Outages that needed hands on hardware came down to the same two choices: pull a store employee away from customers, or pay to send a technician.
- **Non-Technical Store Staff:** Store managers and associates run registers, stock shelves and serve customers. They are not trained to locate a modem in the back office, read status lights to a help desk, or know which device to power-cycle and in what order. Troubleshooting took longer, often went wrong, and usually ended with “send someone.”
- **Every Outage Became an MSP Incident:** Because no one on site could resolve a Level 1 issue, virtually every outage, including simple hung modems, was logged as an incident with the MSP, driving up ticket volume and per-incident cost.
- **Truck Rolls for Layer 1 Fixes:** Without remote hands at the store, the MSP's standard remedy was a field dispatch. At scale, the chain was paying for thousands of truck rolls a year to perform a job that takes minutes once the technician arrives: unplug the device and plug it back in.

Solutions

- The Granite team assessed the chain's store connectivity and support model and designed a solution that takes store personnel out of network troubleshooting entirely. The chain's existing MSP stays on for other network management activities, with far fewer incidents to work.
- **Granite Circuits at Every Store:** Granite delivered new circuits across all 2,000+ locations, ensuring faster and more reliable Internet access and consolidating circuit, carrier escalation and edge-device support under one provider.
- **edgebootPro at Every Store:** Granite deployed edgebootPro, its remote PDU management and troubleshooting device, at all 2,000+ locations. edgebootPro gives Granite's Network Operations Center (NOC) remote power control over each store's network edge devices, so a hung modem, router or switch can be power-cycled from the NOC in seconds.
- **Granite's NOC as the First Line of Response:** edgebootPro's proactive alerting flags an outage the moment it happens, often before the store notices. The NOC performs Level 1 troubleshooting, executes automatic and remote reboots, and handles carrier escalation on the Granite circuits end-to-end, so no one in the store is ever asked to touch the equipment.

Customer Profile

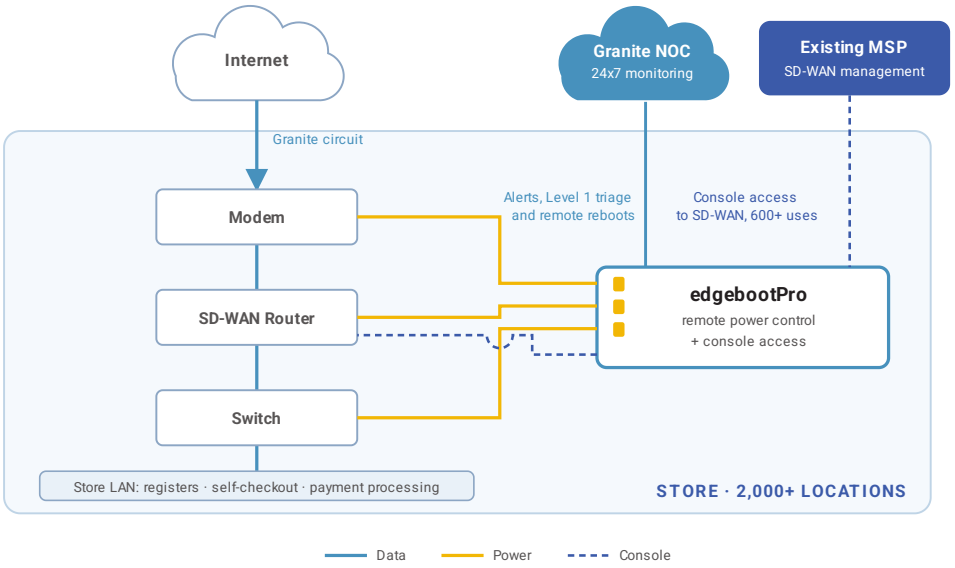
Industry

Grocery / Food Retail

About

- 2,000+ stores nationwide
- No on-site IT staff at any location
- Granite circuits and edgebootPro at every store
- Existing third-party MSP retained for other network management activities
- Project management and rollout completed in 6 months

Continued



Solutions (continued)

- **Automatic Ticketing and MSP Hand-off:** Every outage generates a ticket automatically. Issues Granite resolves, whether a device reboot or a carrier escalation, never reach the MSP; what does get escalated arrives with the Level 1 work already done and documented. A dispatch is now reserved for problems that truly require a technician.
- **Remote Console Access for the MSP:** edgebootPro also gives the chain's existing MSP remote console access to each store's SD-WAN equipment. When there is an issue with the circuit, the MSP connects through edgebootPro to resolve it and update configurations remotely, instead of waiting for a technician to reach the store.
- **Rapid, Low-Touch Rollout:** Granite project-managed circuit delivery and edgebootPro shipping, installation and activation across all 2,000+ stores, completing the rollout in 6 months without pulling store teams off the floor and with no on-site IT required.

Results

- **Reduced IT Burden:** Level 1 outages are now detected, triaged and resolved by edgebootPro without a call from the store or a ticket from corporate IT. Our self-healing network now assists and enriches almost every network incident across the fleet before anyone is involved, and resolves more than 40% of them end-to-end with no store staff, no MSP ticket and no technician. Managers and associates stay with customers, and the corporate IT team spends its time on strategic initiatives instead of fleet-wide firefighting.
- **Reduced MSP Spend:** With Granite circuits reducing the number of issues and edgebootPro resolving more than 40% of incidents before they ever reach the MSP, the MSP works far fewer tickets, and the ones it does receive arrive enriched with edgebootPro diagnostics and close faster. Fewer incidents and fewer issues translated directly into reduced spend on the chain's existing MSP.
- **Large-Scale Issues Prevented:** The chain's MSP has used edgebootPro's remote console access more than 600 times to resolve SD-WAN-related issues and update configurations remotely, heading off large-scale outages and the dispatches that would have followed.
- **Seven-Figure Savings:** Remote power cycling eliminated the technician dispatch for every incident edgebootPro resolved end-to-end, and remote console access did the same for the circuit issues the MSP worked through it. Together with the reduced MSP spend, the chain saved more than $1.3 million in dispatch and MSP costs in the first 12 months.
- **Improved Uptime and Performance:** More reliable circuits mean fewer outages to begin with, and edgebootPro has shortened Mean Time To Repair (MTTR) by more than 70% across the fleet. For the 40%+ of incidents resolved end-to-end, MTTR fell to almost zero, essentially eliminating the impact on the store and keeping registers, payment processing and self-checkout online while customers are in the store.

Ask your Granite account team about edgebootPro for more information.

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