

CASE STUDY MANAGED SERVICES



NATIONAL COFFEE CHAIN

Sparklight Business Managed Services offers a comprehensive suite of solutions designed to simplify network management, strengthen security, and boost performance – all handled by our network experts.

Solutions include:

- Managed Router and Security
- Wi-Fi connectivity bandwidth needs
- Monitoring and updates
- Ongoing local support
- Forecasting future needs



CHALLENGE

A beloved national coffee chain known for its friendly atmosphere, exceptional customer service, and fast drive-thru experience was facing persistent wireless connectivity issues at several high-traffic locations in Boise and West Valley. Standard coaxial broadband couldn't keep up with the demands of digital transactions, leading to slow processing times, long lines, and poor customer experiences. The situation was further complicated by the lack of dedicated fiber infrastructure and limited internal IT resources for deployment and maintenance.

To resolve these challenges, Sparklight Business deployed a fully managed network solution. Standardized across seven locations, the new network ensured consistent performance, simplified management, and seamless roaming for both staff and customers.

SOLUTION & IMPLEMENTATION

- 1. Assessment and Planning:** A complete evaluation of the network assessed bandwidth needs, traffic flow, and environmental factors. Key performance gaps were identified to shape the solution design.
- 2. Technology Deployment:** Cisco Meraki was chosen for its enterprise-grade performance, security, and centralized management. Uniform deployment of routers and Wi-Fi access points ensured consistent coverage and reduced integration risks.
- 3. Managed Services:** A managed services framework provided proactive monitoring, updates, and support – maintaining optimal performance without internal IT resources.

REALIZED OUTCOMES

- 1. Enhanced Reliability and Continuity:** Dedicated fiber and managed infrastructure greatly improved uptime, ensuring smooth POS operation and uninterrupted business continuity.
- 2. Simplified IT Operations:** Standardizing on Cisco Meraki enabled centralized monitoring and troubleshooting, reducing IT dependency and operational costs.
- 3. Improved Customer Experience:** Fast, reliable connectivity streamlined transactions and minimized disruptions, enhancing customer satisfaction and brand loyalty.

