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CASE STUDY

How Microland enhanced customer experience at retail stores of one of the world's largest tire manufacturers through technology transformation

Overview

The client is the world's largest tire manufacturer with 25 million tires sold annually and has a global presence with over 180+ production facilities across 24 countries.

Business Challenge

The tire manufacturer faced challenges with the customer experience and employee productivity at their 2,300+ retail stores in the US. This was primarily due to traditional network infrastructure that adversely impacted the connectivity of the stores and retail sales teams to the ERP and PoS systems. Customers did not have a seamless, omnichannel experience which affected revenue recognition and overall customer satisfaction.

To address these issues, the tire manufacturer embarked on an end-to-end transformation journey to upgrade their WAN, LAN, voice, and network security at retail outlets.

Solution

Based on the pain points and business objectives communicated by the customer, Microland recommended Fortinet's SD-Branch and SASE solution to the customer. Our well-thought-through transformation plan was centered around leveraging the Intelligeni NetOps Platform our in-house developed platform, and considered all the necessary requirements like minimal impact on the operations of the retail store, transformation velocity peaking at 20 to 25 stores per day, and blackout days and times. Intelligeni NetOps Platform accelerated the SD-Branch transformation through pre-built HLD and LLD templates, site architecture templates on Fortinet SD-Branch solution, automating technical tasks, workflow integration, and collaboration across multiple stakeholders.

Some of the solutions delivered using our Intelligeni NetOps Platform transformation excellence include:

- **Site configurations are generated** within seconds from pre-defined configuration templates by Intelligeni Bots for Fortinet SD-Branch solution, based on size classification to eliminate human error and to save a great deal of time on scripting. The configuration generated was for the entire suite of gear including Fortinet's SDWAN+SASE Edge, switches, wireless access points, IP phones, and voice gateway.
- **Zero Touch Provisioning (ZTP)** – Plug and play of hardware at the sites without the requirement of an onsite engineer to configure and provide access to the remote network team thereby saving over 12,000 hours and more importantly reducing migration window and downtime for all stores.

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- **Post Deployment Testing** of installed cabling and network gear without any onsite dependency through automated UAT. Intelligeni Bots were used to confirm the success of test cases, automated diagnostics and remediation were executed on failed test cases, and any unresolved issues were highlighted to engineering teams thus paving the way for rapid issue resolution.

Based on our experience and learnings from previous large-scale transformations, Microland developed an in-house platform – **Intelligeni NetOps Platform** to accelerate network transformation projects through zero touch deployment from the **Transformation Excellence Module.**

Microland's Intelligeni NetOps Platform – TX module features:

- Project management capabilities
- Real-time project status, key KPIs dashboards and reporting
- Automated discovery and information gathering of legacy infra
- Design templates and deployment guides
- Technology know-how and best practices
- Process and technical Intelligence
- Automated deployment testing and auto-resolution templates
- Collaboration and workflow integration

Benefits Delivered

Leveraging Microland Intelligeni NetOps Platform, we helped the client realize the following benefits:

- End-to-end automated project tracking
- Central Database Management and Documentation Repository
- End-to-end automation of technical activities
- Zero-Touch Provisioning of FortiGate SDWAN, LAN, and Wi-Fi solution
- Pre-defined templates for efficient design and implementation of the project
- Customized Reporting and Dashboard to highlight key KPIs

Business Outcome

Projected savings of over a million USD for the customer during transformation through:

- Reduction of Project Management efforts by up to 40%, project delay avoidance by up to 20%
- Reduction in project time and costs by 20%
- Reduction of technical efforts and human error by up to 20%
- Reduction of design architects' efforts and design activity duration by up to 30%
- Reduced the project duration from 14 months to 11 months

Microland is "Making digital happen" – allowing technology to do more and intrude less. Our solutions for Cloud and Datacenter, Networks, Digital Workplace, Cybersecurity, and Industrial IoT make it easier for enterprises to adopt NextGen Digital infrastructure. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

For more information visit www.microland.com or email us at info@microland.com

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