Success Story

MICROLAND
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Transforming Retail Network Infrastructure at Enterprise Scale

Enhancing Customer Experience at Retail Stores with intelligeni NetOps for the World's Largest Tire Manufacturer



$12M+
Projected savings during transformation

30%
Faster deployment with 25 stores/day

2X
Improvement in user experience

Zero
Business disruption during transformation

About Client

The client is the world's largest tire manufacturer, operating a large-scale retail network across more than 2,300 stores in the United States. As a global enterprise with a vast physical footprint, the organization depends on reliable, high-performance network connectivity to power its in-store operations-from ERP access and Point of Sale (PoS) systems to delivering a seamless omnichannel customer experience across every retail location.

Key Challenges

Managing and modernizing a legacy network infrastructure across thousands of retail locations introduced significant operational, technical, and logistical complexity:

- Legacy network infrastructure adversely impacted store connectivity, employee productivity, and the overall customer experience
- Poor performance and inconsistent reliability of access to critical ERP and PoS systems limited operational efficiency and affected revenue recognition
- Absence of a seamless omnichannel customer experience due to unreliable and fragmented store connectivity
- Massive transformation scale spanning thousands of retail locations introduced deployment, coordination, and standardization complexities

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- Strict requirement to minimize downtime with clearly defined blackout days and time windows aligned to retail business priorities
- Heavy dependencies on manual configurations and onsite engineers increased risk, cost, and deployment timelines

Solution

Microland deployed a Fortinet SD-Branch and SASE-based architecture across the customer's retail stores using its **intelligeni NetOps platform,** powered by the intelligeni Transform module, to enable automation-driven network transformation at scale.

Pre-built High-Level Design (HLD) and Low-Level Design (LLD) templates, combined with intelligeni Bots module, automatically generated site-specific configurations within seconds. This approach significantly reduced manual effort, minimized configuration errors, and accelerated deployment timelines.

Key automation capabilities delivered using our intelligeni Transform module include:



Automated Site Configuration Generation
intelligeni Bots automatically generated site-specific configurations within seconds using predefined templates aligned with store size classifications. This eliminated manual scripting and significantly reduced the risk of human error. Configurations were generated for the entire network stack, including Fortinet's SD-WAN+SASE Edge, switches, wireless access points, IP phones, and voice gateway



Zero Touch Provisioning (ZTP)
Plug and play of hardware at the sites without requiring an onsite engineer to configure and provide access to the remote network team, helped in saving over 12,000 hours and more importantly reducing migration window and downtime for all stores



Automated Post-Deployment Testing and Validation
Automated UAT, diagnostics, and remediation workflows ensured rapid post-deployment validation and stability. This automation-led NetOps model enabled centralized visibility and governance while supporting a high-velocity rollout of 20–25 stores per day with minimal disruption to retail operations



Integrated Logistics and Shipment Tracking
Integration of intelligeni Transform with shipping and logistics providers enabled real-time tracking of network equipment deliveries to store locations. This ensured end-to-end visibility of hardware movement, reduced the risk of shipment loss or delays, and improved coordination between deployment and operations teams, which was critical for maintaining rollout timelines.

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Business Value Delivered

The engagement delivered a transformational shift from manual, high-risk retail network deployments to an intelligent, automated and scalable rollout framework. By combining zero-touch provisioning, centralized orchestration, and automated validation, the organization achieved measurable cost savings, accelerated delivery timelines, and a modernized network foundation, all while ensuring minimal disruption to ongoing retail operations.

40% **reduction in project management effort**

Centralized orchestration and automation-driven workflows significantly reduced the overhead associated with managing a large-scale, multi-site rollout.

35% **reduction on transformation timeline**

Faster time-to-market by accelerating the transformation through automation and elimination of human errors.

2,300+ **retail stores successfully transformed**

A nationwide rollout was achieved through centralized and hyper automation, ensuring consistent deployment, configuration, and governance across all store locations.

12,000+ **engineering hours saved via Zero Touch Provisioning**

ZTP eliminated onsite configuration requirements, saving more than 12,000 engineering hours and significantly de-risking the transformation program.

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Recognized by Global Analysts

Gartner

Leader in Magic Quadrant for Managed Network Services, 2024 (5 years in a row)

AVASANT

Leader in Avasant Radarview - Network Managed Services, 2023-2024

ISG

Leader in Provider Lens Study - Networks - Software Defined Solutions and Services, 2024

ISG

Leader in Provider Lens Study - AIOps quadrant of Intelligent Automation Services, 2024

About intelligeni

intelligeni is Microland's proprietary AI-First platform, conceived and engineered in-house to deliver truly autonomous IT operations. Built on a dynamic Knowledge Graph and powered by Agentic AI, intelligeni transforms enterprise infrastructure into a self-healing, adaptive ecosystem-ensuring always-on performance, faster incident resolution, and continuous compliance. Available in NetOps, CloudOps, Workplace, and CyberOps variants, the platform integrates seamlessly with existing environments, enabling organizations to align IT with business goals, boost productivity, and accelerate innovation. With intelligeni, Microland leads the industry's shift from automated to truly autonomous operations, future-proofing digital enterprises worldwide.

About Microland

Microland is a leading AI-first, platform-led, technology infrastructure services company. We have enabled enterprises to build intelligent, resilient, and future-ready operations and are a trusted partner to global enterprises. We bring over 35 years of expertise in digital networks, cloud, data centers, workplaces, and cybersecurity, and combine it with our commitment to customer centricity, delivery excellence, and continuous innovation. Our operations, currently in more than 100 countries, are supported by a strong global delivery model and our AIOps platform, intelligeni, powered by Agentic AI, which is shaping the future of autonomous technology operations across enterprises.

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