



CASE STUDY

Wholesales Parts Company Switches to XO MPLS IP-VPN

EXECUTIVE SUMMARY

Customer

- Headquartered in Brea, CA
- Electrical wholesaler selling to about 8,000 contractors in southern California

Challenges

- Reduce network outages
- Avoid business disruptions
- Find a reliable service provider

Solution

- XO MPLS IP-VPN
- Integrated XO Voice Services
- XO Colocation
- Team-based sales and support approach

Results

- Reduced network outages by 90-95 percent
- Greater bandwidth at same basic cost
- Higher quality voice and Internet connectivity
- More secure colocation of Walters' servers

Customer

Walters Wholesale Electric Company is a 62-year-old, family-owned electrical wholesale company. They are one of the largest wholesale providers in California, employing almost 500 people and selling to about 8,000 contractors between San Diego and Santa Barbara. From a 250,000 square-foot building in Brea, California, the company delivers materials to contractors throughout southern California.

In addition, more than 20 Walters branch locations provide quick and convenient access to a full complement of supplies for contractors and construction companies. The Walters multi-branch network is unique because it mimics the purchasing power of the large retail chains, thus ensuring competitive prices and up-to-date inventories, coupled with the more personalized service found at independent competitors. Each of the Walters branches is linked to the company's central billing and warehouse, where customers can arrange for pick-up or delivery from the branch closest to their job site.

Challenge

Network outages and an unresponsive service provider sent Walters in search of help.

For a connected company like Walters that serves most of southern California, when the network goes down, business suffers. "With our previous service provider, we were experiencing a lot of network outages," said Kirk Woloshyn, IT Manager at Walters. "We would have outages at one of our 20-plus locations two or three times a week. And our service provider was unresponsive to us and unable to fix the problem."

Woloshyn said the network outages caused major business interruptions that impacted employees and customers. "The customer would come in and we often couldn't tell them what we had in

inventory so we couldn't fill their orders," he said. It was clear to Woloshyn that they needed to improve network reliability. He began by looking for a new service provider.

Solution

XO MPLS IP-VPN provides greater network availability and ten times the bandwidth.

The high-performance XO MPLS IP-VPN offering connects all of Walters' locations, extends secure access to information, improves visibility across the network, and accelerates application performance for users. XO MPLS IP-VPN gives Walters ten times their previous bandwidth at essentially the same cost, and fiber optic access in 12 of 29 locations provides much greater network reliability.

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Kirk Woloshyn

IT Manager, Walters Wholesale Electric Company
www.walterswholesale.com

"The key for us was a solution that allows our customers and our vendors to send us information more quickly and for our employees to access the information they need online much more quickly," Woloshyn said.

The XO MPLS IP-VPN solution also enabled the integration of and support for the XO IP Flex with VPN and PRI local voice services, giving the company much better voice quality at all of their locations. High-speed, dedicated Internet access provided greater connectivity to the Internet for Walters' large applications.

Results

A 90-95 percent reduction in network outages leads to a huge increase in productivity.

Business performance so often depends on network performance, which is where

XO MPLS IP-VPN shines. "Since we've implemented our new network solution with XO, without a doubt our network outages have been reduced between 90 and 95 percent," Woloshyn said. "That has led to a huge increase in productivity for our people, and everyone is really happy with that."

Woloshyn also praised XO's team approach — from the very first meetings to the end of implementation and beyond to quarterly business reviews. "As you can imagine, an implementation with 28 sites and almost 100 data circuits and 600 phone lines being transferred is going to present challenges," Woloshyn said.

It's a relationship — and a solution — that both XO and Woloshyn care deeply about. "If I had to make the decision over again, there's no question I'd go with XO again," Woloshyn added.

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