

New Edge Eliminates Multi-Vendor Complexity for DENNIS Uniform

DENNIS Uniform manufactures and sells attractive, high-quality school uniforms that help students keep their minds on academics instead of ever-changing fashions. DENNIS Uniform's new MPLS DSL network from New Edge Networks enables their staff to concentrate on their core business instead of network troubleshooting.

“ The ability to connect all of our stores on a single nationwide network – instead of having to juggle several regional providers – was a key reason why we chose New Edge Networks. ”

Jon Jenkins :: Operations Manager
DENNIS UNIFORM

Network Challenges

DENNIS Uniform has a nationwide presence with 36 retail stores in 24 states. All business-critical applications used by their stores – everything from inventory control to order fulfillment to the employee time-clock – run on host servers at DENNIS Uniform's Portland, Oregon headquarters. As a result, the cost of network downtime is very high.

Their original wide-area network was a patchwork of offerings from several different regional network providers. DENNIS Uniform's Operations Manager, Jon Jenkins, estimates that they had 10 to 15 different vendors involved in connecting all of their retail stores to their headquarters. For him, that could mean dealing with several less-than-helpful support departments if a network problem arose.

“Any time we had problem, whichever provider I called would have reasons why it wasn't their fault. They'd all point fingers, and it would be up to us to figure out where the problem was,” said Jenkins.

This frustrating lack of accountability and proactive technical support meant that Jenkins and his staff spent an inordinate amount of their time troubleshooting network problems – time that could be better spent on business initiatives.

Their business was also growing. They acquired eight stores in new regions over the last two years, so the ability to easily bring new locations on to their network had become a major business consideration.

The Solution

DENNIS needed a single provider to eliminate the complexity, confusion and downtime inherent to their multi-vendor network and looked to New Edge Networks. New Edge built DENNIS Uniform a private MPLS solution to connect all of their locations on a single, reliable broadband network.

CHALLENGES

- Company-wide network involved several regional providers
- Providers lacked accountability and responsiveness
- Too much internal staff time spent troubleshooting network issues
- Network outages brought work at stores to a halt
- Flexible, nationwide network needed to capitalize on growth opportunities

SOLUTIONS

- Private full-mesh MPLS DSL network
- Managed Network Services
- Dedicated Project Management
- ReadyOffice Remote VPN

BENEFITS

- Reliable network improves uptime and productivity at retail stores
- Single-provider accountability and proactive technical support frees IT staff from network troubleshooting
- Nationwide broadband network positions them to rapidly capitalize on growth opportunities
- Headquarters proactively informed of issues – often before remote sites notice problems
- Problems automatically identified and rapidly resolved from end-to-end

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Dedicated Project Management services helped to coordinate and streamline the installation process, and the Managed Network Services (MNS) online tool simplifies ongoing network monitoring and administration.

Uniformity and Accountability

Working with a single provider eliminates the complexity, confusion and downtime inherent to their previous multi-vendor network. Jenkins appreciates that now no matter where a network issue might occur, from end to end, New Edge takes care of diagnosis and repair.

Today, no matter where a network issue might occur, from end to end, New Edge takes care of diagnosis and repair. Furthermore, the high levels of visibility and support enabled by New Edge's Managed Network Services (MNS) frees Jenkins and his staff to focus on DENNIS' core business. In fact, he often receives email notification of network issues before the affected stores are even aware of a problem, and issues are usually resolved within 15 minutes.

Productivity and Reliability

The combination of their new reliable MPLS network and the proactive monitoring and support of MNS ensures that all of the business-critical applications used by store employees remain available. Systems and applications running on servers at the Portland headquarters include:

- **Point-of-sale**
- **Inventory**
- **Purchasing**
- **Shipping**
- **Bar-coding and labeling**
- **Email and Web**
- **Employee time clock**
- **Pricing agreement and contract information**
- **Logo management**
- **Forecasting**

Positioned for Opportunity

A few DENNIS employees are also testing New Edge's Ready Office remote VPN solution. If all goes well, Jenkins anticipates that they will use Ready Office to provide their regional and sales managers with simple and secure access their workplace desktops when they're away from the office.

In addition, their flexible MPLS network with nationwide coverage from New Edge ensures that DENNIS is well positioned to capitalize on growth opportunities wherever they might arise.

