

NETRIO

CASE STUDY

26%

OVERVIEW

Panera Bread is an American chain store of bakery-café fast food restaurants with over 2,000 locations, all of which are in the United States and Canada. Its headquarters are in Sunset Hills, Missouri. The chain operates as Saint Louis Bread Company in the Greater St. Louis area, where it has over 100 locations.



CHALLENGES

- Legacy circuit aggregator lacked structure, consistency, and client tools in Project Management Office (PMO), support, and billing.
- Reactive instead of proactive monitoring and support from the Network Operations Center (NOC).
- No visibility into circuit inventory and support tickets.
- Broken workflows with ordering and implementing new circuits.
- Lack of options and due diligence to deliver diverse and alternative circuit availability.

JOURNEY

- Customized tools for client visibility into inventory and support tickets
- Customized circuit inventory and billing portal
- Implemented proper workflows for circuit activations and billing

SOLUTIONS

- Broadband aggregation
- Dedicated Internet Access (DIA) aggregation
- Proactive monitor and notify (ICMP polling)
- PMO service activation
- Network Operations Center (NOC) - 24/7/365

CUSTOMER IMPACT

Business efficiency related to all aspects of circuit delivery (sourcing, ordering, provisioning, activation, supporting / management, and billing).

Reduced downtime by implementing proactive support model.

WHY NETRIO?

- Best in breed aggregation of carrier services (100+)
- Turnkey process from sourcing all the way to 'Day 2' support
- 24/7/365 support
- Operational maturity (onboarding, long term support, billing)
- Reduced cost
- Support organization
- Methodical onboarding and turnup process

98%

customer retention rate

100,000+

IT assets under management

3

24/7/365 operation centers

Ready to drive greater client growth and profitability? Let NETRIO act as an extension of your business, taking the headache out of business enterprise technology so you can boost profits, lower operational risk and overhead and make the best use of your resources. Move full speed ahead with NETRIO.