



OVERVIEW

European Wax Center began as a family-owned business. Since 2004, they have provided their guests with a first-class waxing experience. They have over 800 locations in the U.S.



CHALLENGES

- Digital transformation of business - current architecture prevents a number of initiatives customer needs to deploy.
- New SaaS PoS and new tablet assets being rolled out to over 800 locations.
- Incumbent cybersecurity vendor continuing to exceed SLAs and response intervals; incomplete work and resolution.
- Lack back office to handle volume of Tier 2 and Tier 3 support needs.
- Customer experience - current legacy infrastructure preventing investment in new applications.
- Competitive threats - limitations not enabling client to stay on cutting-edge to compete.

JOURNEY

- Multiple discovery calls
- Identified client support needs
- Competitors included NTT Data, AT&T and GDT
- Customized solution and pricing
- Detailed onboarding plan
- Collaborative SOW creation
- Site visits
- Network and security assessments
- Collaborative MOP and escalation procedures

SOLUTIONS

- Firewall
- Wireless access points
- Windows/Mac workstations
- iPad tablets
- Windows/Linux servers
- SonicWall (Dell)
- Apple
- Sophos
- Carbon Black
- 24/7/365 monitoring - all devices
- Managed IT services - remediate and manage
- Hardware - software - application support
- Carrier management
- RMN of end point protection

CUSTOMER IMPACT

Higher revenue driven from new online applications; lower cost structure; scalable solution; ability to open new stores more quickly.

Significantly improved by delivering a complimentary online experience and better in-store experience.



WHY NETRIO?

- Expertise to compliment client's staff.
- Focus on core business (retail / health services).
- Entrust partner to drive transformation from legacy architecture to next generation.
- Assist client in architecting solution that will meet compliance requirements (for both retail & PCI).
- Project management - requirement to migrate over 800+ locations in phases.
- Orchestration with concurrent POS change and additions of new tablet assets.
- Cost savings both time and money.

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.