

Case Study



Quality, range, and service
Boltmasters Australia

With 6 Australian branches all linked by a real time computer system, and further group offices in New Zealand, you need to know your connectivity choices will support you without fail. For Boltmasters, fast and reliable internet is vital for accessing stock holdings, and delivering the high service levels they strive to offer their customers.

The Challenge

Boltmasters is a leading supplier of quality fastening products in Australia and the Pacific Islands. With their data centralised and phones running over VoIP, internet uptime and reliability is critical to business operations. After experiencing a significant number of outages to regional stores, they knew it was time to make some changes.

Jake Hill, National Sales Manager of Boltmasters Australia said 'The existing solution used Fibre at Head Office and NBN at the branch offices. This worked well until the regional offices started having internet issues. Some faults took NBN days to fix, thus leaving us working offline.'

With outages taking the business offline for an hour, half day, or sometimes longer, the stress on personnel, loss of sales, and backlog of manual docket entry was having a serious effect on business operations.

The Solution

TechPath thoroughly examined the business' operational requirements and designed a modern SD-WAN solution with 4G failover. This provided a secure, cost effective option that would ensure business operations would continue without interruption.

TechPath's SD-WAN is the ultimate multi-site connectivity solution delivering a superior 100% carrier independent and secure solution. Boltmasters were able to increase bandwidth, add failover, and enable a fast and reliable connection, without their connectivity pricing increasing.

With instant failover, Boltmasters do not even realise when the changeover of carriers occurs. TechPath's helpdesk team are alerted immediately so we can quickly assess and rectify the issue, ensuring they are always online.

'To date we have not had a single outage on our communications since installing the SD-WAN solution. Outages on NBN no longer affect our operations,' Jake said.

He added, 'The COVID-19 pandemic made the investment even more important as more people were working from home. The NBN was under extreme pressure and we continued with very little or no disruption.'

The Outcome

By following TechPath's recommendations, Boltmasters have enabled a failsafe network that allows branches to stay in touch 24/7. They are now experiencing improved speed, reliability, and operational improvements, thanks to a solution that is aligned with their specific business requirements.

'TechPath are not just about IT. They want to ensure our business is successful with a focus on long-term relationships and adding value.' Jake said.

When asked if he had any advice for other companies looking to undertake a similar internet project, 'Be open about your IT and technological issues - we all have them and it is the best way to get the help you need.'

'Communication and transparency will help you achieve better results for your business.'

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