

One of the largest independent food retailers in the United States controls IT costs with local management



CUSTOMER PROFILE

With over 300 stores in Texas and Mexico, this 100+ year-old grocery chain is known for their technical innovation in both stores and other facilities that support the 24x7x365 operation.

Their core values of offering customers the best services and products with low prices extends to their IT services. In a competitive industry where sales margins are tight, every expense counts. They are constantly looking for ways to meet the technology requirements of the business as they roll out new stores and facilities while controlling costs.

Uplogix Benefits for Retail Enterprises:

- ▶ **Cost Control** | Reduces network support costs by automatically diagnosing and fixing common network device problems within minutes—without IT personnel involvement.
- ▶ **Easy Access** | Secure access functionality provides centralized technical staff fast and easy access to remote gear to reduce the number of site visits required and IT costs overall.
- ▶ **Reliability** | With network uptime a key consideration in retail, Uplogix manages the redundancy in store networks, ensuring the devices for both the primary and secondary connections are monitored and functioning.

100 year-old regional grocer leads industry with neighborhood stores, local management

Network is critical for everything from fresh produce to store management

This Uplogix customer is recognized for its fresh food, quality products, convenient services, and a commitment to environmental responsibility and sustainability. With annual sales of more than \$16 billion, the grocer operates in 150 communities and employs more than 76,000 people.

Ranked in the top 25 for both private US companies and retailers, this modern grocery operation encompasses stores, data centers, warehouses as well as large milk and bread processing plants producing own-brand products. The chain has been recognized by its industry as a retailer of the year and a top food retailer.



Uplogix enables a small IT team to support a 24x7 operation where the network is as important as the fresh food.

Supporting a cost-conscious retail network

Uplogix Local Management provides a network-independent platform that augments the grocer's centralized management tools to reduce operational costs, improve both daily management tasks as well as break-fix incidents, and increase security and compliance.

Reducing network costs in an industry with razor-thin margins

With Uplogix in their datacenter and part of the standard network installation at every new store, the IT staff has the benefit of local management when their dashboards are green, and red. Features for reliable automated devices upgrades and config changes increase efficiency and reduce the number of errors, while detailed local config change logging ensures accountability in a 24x7 environment.

Supporting a regional operation with a small IT staff

The combination of intensive local monitoring and secure out-of-band access to managed devices ensures that when there are network issues that are beyond Uplogix' automated actions, IT knows about the issue and can take actions before having to roll a truck.

The value of local management in a double-redundant network

The network is so critical to operations that stores have redundant T1 connections backed up by a satellite link. Uplogix plays a key role in networks like this because monitoring the additional devices required for redundancy decreases the risk of configuration problems. Plus, Uplogix can automatically test heterogenous backup systems on a regular basis to ensure they are ready if, and when, needed.

Ensuring millions go home happy

A retail operation with hundreds of stores and critical uptime requirements really sees the benefits of Uplogix in increased performance, availability and security with lower operational expenses. For more information, please go to www.uplogix.com/retail.



ABOUT UPLOGIX // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas. For more information, please visit www.uplogix.com.

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