APX NET

RETAIL FINANCIAL SERVICES CASE STUDY

CUSTOMER OVERVIEW

Growing privately owned consumer loans company with 300+ offices across the country specializing in flexible lending options.

CHALLENGE

This consumer lending company encountered significant challenges in deploying and maintaining reliable internet services across its branch locations. Insufficient support to address persistent connectivity issues led to temporary branch closures, resulting in notable revenue losses. The organization was also in the process of implementing a new IVR system and needed stable connectivity.

SPECIFIC ISSUES

Unreliable Internet Service

Each branch manager was tasked with choosing the internet services, leading to a diverse range of options from Coax to DSL, with frequent outages.

Lack of Technical Support

Branch locations were not staffed with experienced IT support to help troubleshoot and resolve frequent issues. If the service went down, the branch location would often close.

Disparate Billing

Each location was receiving individual invoices from providers, which complicated corporate efforts to audit and monitor expenditures.

APX SOLUTION

NUMBER OF LOCATIONS = 325

Installed 50M Dedicated Internet Access

APX researched and sourced all Type 1 Dedicated Internet Access delivering reliable 50M of service for each location. This provided the following key benefits:

- **Most Reliable Internet Service Available**
  Massive Reduction in Downtime!
- **Low Latency & Symmetrical Speeds**
  Improved Performance!
- **One Point of Contact for Tech Support**
  24/7/365 - No office shutdowns!
- **Consolidated Billing**
  All 325 locations on **ONE** invoice which drastically reduced costs for auditing hundreds of telecom bills!

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