Case Study

Wireless Vision Scales Rapidly with Streamlined Hosted Voice and Networking Services

Learn how Wireless Vision partnered with Fusion Connect for hosted voice and networking services to unify locations, secure critical data, and simplify vendor management.

WIRELESS VISION

Industry:

Retail

Company Size:

Enterprise (1000-5000 employees)

Location:

United States

Key Benefits:

- Streamlined and standardized processes
- Quick and accurate implementation
- White-glove client service

Solutions:

- Hosted Voice
- Networking Services

With Fusion Connect, Scaling Just Got Easier

Levi Kuras, IT Technical Support Manager at Wireless Vision, is responsible for a small, yet agile team that manages the company's 700 stores. After Wireless Vision experienced rapid growth through a series of strategic acquisitions, Kuras saw an opportunity to unify their business through Fusion Connect's hosted voice and networking services.

To streamline Wireless Vision's own unique company operations, Kuras needed fast, reliable hosted voice services to keep the company's locations connected, and a comprehensive network strategy to reduce downtime.

The initial rollout proved challenging due to the company's previous technology configuration. Wireless Vision needed to implement over 800 circuits and proactive monitoring in over 400 stores in a short time, fusing older equipment with newer technology to save costs. Fusion Connect's partnership with Fortinet helped the project deployment team find a solution quickly to ensure that the unique configuration would work smoothly.

Proactive Monitoring and Future-Proofing

Wireless Vision required a detail-oriented team to rise to the occasion. "Fusion Connect's white-glove service and consultative approach made me feel heard for the first time," said Kuras. "They didn't try to throw the entire kitchen sink at our issues. Instead, they presented us with a customized solution that solved our specific needs."

With advanced technology powered by Fortinet, Fusion Connect future-proofed the business with tools that would evolve alongside Wireless Vision's complex needs.

Before partnering with Fusion Connect, Wireless Vision had only been able to deploy services to 200 locations per year. Fusion Connect enabled them to scale twice as many locations in the same amount of time. Wireless Vision securely connected all locations, supported bandwidth-intensive applications with zero downtime, and ultimately reduced the burden on their IT Team so they could focus on other critical IT needs.

A Committed Partnership

By partnering with Fusion Connect's executive leaders and dedicated teams, Wireless Vision rapidly implemented a comprehensive network and voice strategy to enable future business growth while also realizing 50% cost savings.

"Fusion Connect's project management organization was meticulous about tracking key milestones and ensuring projects were completed accurately and on time. Their commitment and teamwork allowed us to go from two to nine implementations per day," said Kuras.

Today, Kuras credits Fusion Connect as a key factor in Wireless Vision's tremendous success. Fusion Connect added value by saving time and resources, so Wireless Vision's small but mighty team could handle the most critical company priorities.

"There is a common fear in the industry that Managed Services providers like Fusion Connect cost more, but that was not the case for us. They helped fill the talent gap of our small IT team and freed up budget for other company initiatives," said Kuras. "We couldn't move as quickly as we did as a company without the ability to streamline processes using one single provider."

"Fusion Connect was meticulous about tracking key milestones and ensuring projects were completed accurately and on time. For a business like ours, accuracy is key. It was a game-changer for us."

Levi Kuras,
IT Technical Support Manager

Accelerate Your Growth with Fusion Connect Today

With tools to help connect, protect and accelerate your business and a client service team excited to help you succeed, growing your business with Fusion Connect has never been easier.

Visit **www.fusionconnect.com** to learn more.

Or, contact your Fusion Connect Channel Manager

© 2022 Fusion Connect, Inc. All rights reserved. mktgdes-25 Case Study Wireless Vison