

Perfect Packet Helps Discovery Clothing Integrate VeloCloud SD-WAN to Improve Connectivity Across Multiple Locations

Discovery Clothing, a retail clothing company with multiple locations in Illinois and Florida, was looking to address its daily struggle with downed connectivity across every location. It sought the help of Perfect Packet to integrate retail point of sale (POS) that would allow stores to always be online.



The Need

Discovery Clothing decided to move to a cloud POS system to stay competitive, implement advanced technology, and improve its customer experience, but its current connectivity provider couldn't deliver a solution that would meet the requirements of the POS company. What's more, its locations were constantly experiencing downtime problems — almost on a daily basis — which affected productivity and efficiency at all locations.

This meant Discovery Clothing needed a solution that was:

- Highly available
- Able to handle bandwidth management
- Able to prioritize traffic
- Reliable and would never go down

For example, if Comcast went down, Discovery Clothing needed a solution that wouldn't require having to wait several minutes for the backup to kick in but instead could conduct traffic steering.

“Every day, I would get calls from stores saying their internet was down.”

DANNY RODRIGUEZ
IT, Discovery Clothing

“Perfect Packet and its team were helpful from the beginning, and they answered all of our questions. They seemed very knowledgeable on the service, and we're happy so far. Even through the setup, the Perfect Packet team was always there and is still there now when I have questions about how I can do this or that.”

DANNY RODRIGUEZ
IT, Discovery Clothing

The Action

Discovery Clothing began looking for a service that provided traffic shaping and bandwidth steering and decided SD-WAN was the right service. After quoting several companies, Discovery Clothing decided to go with Perfect Packet and VeloCloud.



Perfect Packet integrated VeloCloud into Discovery Clothing's network so it could use cloud POS at an affordable price that would also give the company access to features other carriers often cut out. With VeloCloud, the company now has the support it needs moving forward and reliable connectivity with traffic prioritization.

The Results

With the help of Perfect Packet, Discovery Clothing is now able to run stores without major issues through VeloCloud SD-WAN. Even when the internet goes down, stores continue working as intended and remain online, and staff can ring sales without interruption.

Discovery Clothing services 35 locations in the U.S. — including its headquarters — with VeloCloud SD-WAN and with Perfect Packet as its partner.

Discovery Clothing's one-man IT department no longer has to drop everything to address downed internet at a given location. Instead, he can figure out where the issue stems from before he calls his particular location. With VeloCloud, Discovery Clothing can be confident knowing it has a service that is reliable, highly available, and can expand as the company grows and builds out locations.

Additional benefits include:

- Manage everything from a dashboard
- No need to troubleshoot
- Time savings

“Perfect Packet is always available and very knowledgeable. I’ve never run into an issue they couldn’t help with.”

DANNY RODRIGUEZ
IT, Discovery Clothing

Ready to Work With Perfect Packet?

If you’re looking for an affordable SD-WAN solution that will ensure you get bandwidth management, traffic prioritization, and more, contact Perfect Packet to learn more. We’ve deployed SD-WAN across thousands of locations. Our unique relationship with VeloCloud/VMware allows us to provide the service directly, cutting out the middlemen and carriers. If you’re ready to learn more, contact us today!