Famous Brands migrates to Turrito Networks

When network connectivity problems and reliability issues start to affect your operation's ability to function daily, the next best thing is to find a partner that offers multiple networking solutions and has your best interests at heart.

Two years ago, Famous Brands experienced frequent problems with its network: connectivity was unreliable, which meant its employees' ability to access business applications was problematic.

Based on research conducted, Chris Botha, group IT executive of Famous Brands, discovered Turrito Networks as a viable option to resolve the ongoing network problems experienced by Famous Brands.

"Networking is Turrito's core business, which means it focusses on providing medium-sized businesses like Famous Brands with a solid corporate service - we effectively receive a platinum level of service that larger companies would ordinarily receive and pay for, but at a far lower price point," he said.

A perfect fit

"We were looking for an organisation that fitted the size of Famous Brands, and with the exceptional skills available from Turrito, the company was a perfect fit for us in all respects," he added.

With six warehouses, three remote manufacturing plants, a number of joint venture partners and as many as 400 concurrent users on the network during peak times, Famous Brands relies heavily on a robust and reliable network to remain operational.

Turrito was brought on board during one of Famous Brands' busiest periods, the December 2012 holiday season, when the incumbent service providers at the time were unable to install links into two of Famous Brands' branches in KwaZulu-Natal and Nelspruit.

With access to every telecom provider in the country, Turrito was able to provide the necessary service to Famous Brands without delay. Thanks to the competency shown, Turrito was tasked with implementing a nine-month network plan that mapped out the takeover strategy for the temporary failover links established by the incumbent operational service

providers.

Once the plan had been finalised, Turrito installed permanent links to the KwaZulu-Natal and Nelspruit sites and migrated those nodes to the MPLS network already being managed. Today, Turrito controls all of Famous Brands' failover networks.

At the end of my tether

"There was an instance when the network was unreliable for various reasons, which neither of the incumbent service providers were able to resolve. I was at the end of my tether and frustrated, so called Turrito to help, even though it was not their area of responsibility. Both problems were resolved by Turrito within a few hours. This is the type of relationship we have with Turrito - even though it may not be their problem, they have always gone the extra mile to help us out of a jam," Botha pointed out.

According to Botha, the long-term strategy for Famous Brands is to move to a single MPLS network from the current three network providers, all delivered through Turrito Networks.

"Based on the current level of service we receive from Turrito, the company will be strongly positioned also to manage our primary links in future, as well as the complete management of the wide area network (WAN). One of the requirements for a single network provider will be a fibre connection as well as one other alternative to ensure better reliability and uptime," he said.

"Turrito has provided us with a solution that is not only cost-effective, but is also backed by an unrivalled quality of service. What more could one ask for from your network service provider? With time, we will also migrate our disaster-recovery site onto Turrito's MPLS to improve latency, while ensuring continuity and minimal downtime," he added.

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