



CASE STUDY

Automotive Dealerships

DIA & MANAGED SECURITY

Challenges

Legacy point-to-point E-lines were costly, difficult to scale, and unable to keep pace with modern cloud-based dealership applications

Limited bandwidth and lack of redundancy caused latency and outages, negatively impacting dealer management systems, digital inventory tools, and customer-facing technologies.

The dealership had minimal insight into network performance, making troubleshooting slow and reactive across multiple locations.

Without standardized, enterprise-grade security across all sites, sensitive customer and financial data was exposed to increased risk.



About the Customer

Our customer is an 8-location automotive dealership providing new and used vehicles, along with collision and repair services. The automotive group requires fast, secure connectivity to support sales operations, finance systems, service departments, and customer communications.

While already a satisfied Telesystem Hosted VoIP customer, the customer faced growing challenges with its legacy point-to-point E-lines, which limited scalability, visibility, and flexibility across their locations as business and technology demands increased.

The existing E-lines were costly, inflexible, and difficult to scale across multiple locations. Limited visibility into network performance made troubleshooting slow, while outages or latency directly impacted cloud-based dealer management systems, digital vehicle inventory tools, and customer-facing applications. Additionally, the dealership lacked a consistent security strategy, increasing risk across sites that handled sensitive customer and financial data.

Telesystem's Solution

To address these challenges, the dealership turned to Telesystem to modernize its network with a future-ready cloud-based approach. Telesystem replaced the outdated

E-lines with primary and backup **Dedicated Internet (DIA)** with **built-in DDoS** protection at each location, delivering higher bandwidth, security, redundancy, improved uptime, and consistent performance across all locations. The new solution provided the bandwidth and stability required for critical automotive applications, cloud platforms, and real-time communications while reducing complexity and improving scalability.

To further strengthen the environment, **Fortinet managed firewalls** were deployed at every site, providing advanced threat protection and standardized security policies across the network. This ensured sensitive customer, financial and operational data was protected while simplifying security management.

To further enhance control and visibility, the dealership adopted Telesystem's **co-managed network platform**, giving their internal IT team the flexibility to manage devices, run reports, and make configuration changes on demand. At the same time, Telesystem's **24x7 U.S.-based support team** maintains full visibility and access to proactively monitor, support, and resolve issues as needed.

With Telesystem's integrated solution, the dealership gained a secure, modern, and scalable network foundation - reducing risk, improving performance, and enabling their teams to focus on delivering an exceptional customer experience across every location.

