



# CASE STUDY

## National Truck Parts Distributor

### NETWORK & SECURITY UPGRADE



**28% REDUCTION**  
in Monthly Operating Costs



## Challenges

Legacy network provider lacked responsiveness, creating delays in issue resolution and ongoing operational frustration.

Limited visibility into network and circuit performance made troubleshooting slow and reactive, impacting operational efficiency.

Increasing reliance on cloud applications and inter-site connectivity exposed gaps in the existing security architecture.

Lack of a scalable, centralized network design hindered performance, consistency, and growth across 11 locations.

## About the Customer

Our customer is a full-service truck parts distributor and repair provider operating 11 locations across the Northeast U.S. The company specializes in truck repair, diagnostics, installation, and OEM parts distribution, supporting a wide range of commercial clients. As the business continued to grow, the need for a secure, scalable, and well-supported network infrastructure became increasingly critical to meet rising operational demands.

However, their existing provider struggled to deliver the support and visibility necessary for effective operations. Frustration grew due to limited insight into circuit performance and slow response times. Meanwhile, the company's growing reliance on cloud applications and inter-site connectivity highlighted significant gaps in its security architecture, further emphasizing the urgency for a modernized solution.

## Telesystem's Solution

To address these challenges, the customer partnered with Telesystem to design a modern, **cloud-based firewall solution** that would improve performance, enhance security, and provide a better overall support experience.



Telesystem implemented a hub-and-spoke network design, anchored by a **primary virtual firewall in a Philadelphia data center and a fully redundant VM in Telesystem's Toledo, Ohio, facility**. This centralized approach ensures all site traffic is securely routed through the firewall environment, delivering consistent policy enforcement and advanced threat protection across all locations.

Each of the 11 sites was equipped with **primary fiber circuits and secondary broadband circuits**, delivering enhanced bandwidth, reliability, and built-in redundancy to support business-critical applications. To further strengthen on-site security and connectivity, **Fortigate 60F firewalls** were installed at every location, enabling seamless integration with the centralized firewall environment. Additionally, **SIP trunks** were deployed at two key locations to provide reliable and scalable voice communications. These upgrades worked together to ensure robust connectivity and secure access for every site.

Beyond the infrastructure enhancements, the customer was particularly attracted to **Telesystem's 24/7 U.S.-based, in-house support team** and single-pane-of-glass dashboard, which delivers real-time visibility into network and circuit performance; features that were missing from their previous provider. This comprehensive support and visibility empower the organization to proactively manage its network and quickly address issues as they arise.

Ultimately, these combined advancements have resulted in a more secure, resilient, and transparent network environment, supported by responsive service and a **28% reduction in monthly operating costs**. With Telesystem's integrated solution, the organization now enjoys a highly scalable network foundation that delivers improved performance, consistent security across all locations, and greater operational visibility. Empowered by expert support, the customer can operate more efficiently and concentrate on core business priorities, confident in the reliability and security of their network.

