

CASE STUDY

KRISPY KREME



FluidOne improve Krispy Kreme's network security to boost productivity with reliable SD-WAN solution

Krispy Kreme needed reliable 24/7 network security support in both its factories and stores that could keep up with fast-paced transactions. They asked trusted partner FluidOne to find a technical and innovative solution that would stand out from the crowd.

Key Products:

- Secure SD-WAN
- Leased Lines



The Opportunity

Krispy Kreme is an American doughnut company and coffeehouse chain that's become a global household name since it was founded in 1937. With over 1,000 locations worldwide and 100s of kiosks in supermarkets and shopping centres, the brand relies heavily on secure omnichannel networks to function, take payments and keep up with the growing number of customers.

The brand was dealing with frequent network and 4G downtime that negatively impacted its ability to process transactions both in stores and in factories. Without anyone accountable for the network, they reached out to FluidOne to find a future proof solution for secure management and accountability that was lacking.

"Having previously worked with FluidOne on a smaller scale, we knew that they were the reliable problem-solvers we were looking for. The network is core to our business and we needed someone we could depend on to enable our omnichannel connected world to function and be that foundation."

Naveen Krishnmurthy, Head of IT & Systems



The Solution

Krispy Kreme's primary concerns were security and reliability, making FluidOne's integrated private and internet access services the ideal solution. Combining best-of-breed premium SD-WAN capabilities and next-generation security features to provide a truly secure Hybrid SD-WAN, the solution intelligently managed the brand's network and security to provide a high level of performance that could keep up with the fast pace. The solution provided Krispy Kreme with high granularity and sophistication, with real-time intelligence and intrusion prevention from advanced threats, malicious websites and hacking attempts. FluidOne also ensured Krispy Kreme made the most of the hardware assets by consulting on the best security available.

FluidOne included upgrading the leased lines for all the factories to offer business grade connectivity that Krispy Kreme could rely on. With over 10 carriers offering speeds of up to 10Gbps, FluidOne was able to provide all the necessary bandwidth for the brand to operate at maximum efficiency. Delivered by a dedicated service delivery team, the leased line is also supported 24/7 by FluidOne's network operations centre.

A FortiGate One license was added for further security protection. The firewall works by examining the data that flowed into Krispy Kreme's network and verifying if it is safe to pass through to the main business, and is a much more sophisticated approach than lower specification firewalls. The additional layer of security gave Krispy Kreme increased confidence in the reliability of their network ensuring operations run smoothly.

Integrated SD-WAN and Security

Network agility combined with the highest security

Ethernet Leased Lines

Achieve ultra-fast symmetrical internet speeds and unparalleled resilience with FluidOne's leased line solution



The Results

"Whilst we sadly haven't had the chance to test the solution due to Covid-19, we have already noticed a drastic improvement in security thanks to FluidOne. Proper testing will be underway once the bricks and mortar stores can fully reopen and the business is back to operating as usual, but we are confident connectivity speed will be unmatched and we are looking into making better use of our firewall.

Within the factories, network connectivity, speed and reliability have all increased following FluidOne's delivery of new leased lines. Lockdown restrictions due to Covid-19 did cause issues and delays to installations and engineer visits, which was frustrating, but our project manager attacked the problems head-on and Karl and the tech team dedicated themselves to solve any issues that cropped up. Overall, we're looking forward to seeing how the solutions will make a difference in the future and as things return to normal."

- Increased security and reliable connectivity
- Best-of-breed premium SD-WAN solutions
- Maximum performance with seamless network
- Visibility across the entire network making security transparent
- Customized firewall security



Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.