

Wireless Support for a Leading Industrial Supplies and Equipment Provider

Client Overview

A large industrial distributor with over one million SKUs, sold through 300+ warehouse stores across the U.S., runs its order and payment processing on wireless POS systems at each location, all tied back to an on-premises data center at headquarters.



CONSOLIDATED MAINTENANCE

Through OneCall which reduced direct support spend



NBD COVERAGE

SLAs for parts & on-site engineering applied across hundreds of stores



LEGACY SUPPORT

For older gear to remain on support without forcing refreshes

Client Objective

When wireless issues hit—especially failed access points—stores felt it immediately at the register. With no on-site IT, even small equipment problems stalled transactions, frustrated customers, and cut into revenue across a nationwide footprint.

To fix this, the company needed in-store wireless and POS systems to stay online at every location, regardless of where an issue started. That required:

- **One partner** to own wireless network maintenance across hundreds of warehouse stores
- Both remote and on-site troubleshooting to **quickly resolve** AP and related equipment failures
- SLAs designed to protect store-level sales at the edge, not just uptime at the central data center

OneCall's Solution

At each site, OneCall covered the full wireless stack:

- Access points, routers, and related network gear
- POS systems and internal communications, kept online around the clock
- Legacy and multi-vendor hardware, supported on the same terms as current equipment

Next-business-day SLAs applied across the board, backed by a nationwide depot and engineering network for both on-site response and parts delivery, including remote locations.

For a retailer running hundreds of distributed warehouse sites, the result was one contract, one point of contact, and consistent SLA coverage regardless of location or equipment age.

Why PivIT?

OneCall gives large retailers and industrial suppliers one place to call when wireless goes down. PivIT brings together multi-vendor expertise, next-day parts from nationwide depots, and on-site assistance to keep distributed store networks running