

SaaS providers can't afford problems with Internet downtime and unreliable bandwidth. Those issues lead to lost productivity, employee frustration and customer churn.

CASE STUDY

Park City Group (PCYG) is a Software-as-a-Service (“SaaS”) provider that brings unique visibility to the consumer goods supply chain, delivering actionable information that ensures product is on the shelf when the consumer expects it to be. Park City Group’s services enable customers to “Sell More, Stock Less, and See Everything”.



During the past 16 years, Park City Group (PCG) has invested more than \$150 million to develop a cloud-based, SaaS technology platform that allows retailers and their suppliers to make sense of the millions of consumer transactions that occur daily and use that information to reduce out of stocks, increase sales, and lower inventory levels throughout the supply chain.

Park City Group was experiencing problems with Internet downtime and having dependable bandwidth for all of its users. Having a network link go down became critical for the company because 85% of the company’s employees work remotely. Interruptions were occurring once or twice a month when the T1 line went down. When that happened, nobody could work, costing the company lost productivity and employee frustration.

Bandwidth was also a problem, because employees would transfer large files, thus reducing the available bandwidth to manage everyone else’s daily tasks.

Concerned by the continual loss of productivity and employee frustrations, IT Manager John Coleman set out to find a solution. “I read an article about Ecessa, and evaluated three options. Ecessa was the best solution, the only one that satisfied our needs that I could find short of going to a high-end router to be able to load balance across multiple links, and spending dearly for it.”

After installing the ClariLink:

- Park City Group reduced the number of T1 lines from three to one and installed three Comcast high speed Internet lines; going from 4M of bandwidth to 150M of bandwidth
- They also saw a savings of \$1,700/month by modifying their Internet connections from the expensive T1 service to lower cost, high speed cable.

“I don’t get any calls anymore, downtime has been virtually eliminated, and the few calls a year I do get can be traced to an ISP problem. Employee satisfaction has improved as they are now able to connect easily to the network.”

“What we really liked was that Ecessa did most of the set-up. This was huge for us because we didn’t have anyone onsite who could do this for us.”