



infinite wireless

Case Study: SMB & Retail

Reliable Connectivity for SMB & Retail with Infinite Wireless

Client

A growing regional retail chain with 25 locations across North America, including urban and suburban areas.



Challenge

The retailer relied on wired broadband connections for point-of-sale (POS) transactions, inventory management, and cloud-based business applications. However, frequent internet disruptions due to ISP outages, construction-related fiber cuts, and network congestion led to lost sales, frustrated customers, and delays in order processing.

The business needed a cost-effective, always-on connectivity solution that wasn't tied to a single carrier or infrastructure.

- ✓ 100% Transaction Continuity
- 💰 Increased Revenue Protection
- ⌚ Faster Operations
- 🌐 Scalability for Growth

Solution

Infinite Wireless deployed a 4G vSIM-enabled backup and primary connectivity solution, ensuring stores remained online even when wired internet failed. Unlike traditional SIM-based failover solutions tied to one carrier, Infinite Wireless' vSIM technology seamlessly switched between over 40 LTE carriers across North America, leveraging them all for the most stable and strongest connection available.

Key features implemented:

- ✓ Multi-carrier failover: Instant switching to the best available network to prevent downtime.
- ✓ Primary and backup connectivity options: Infinite Wireless provided either a primary wireless connection for stores without fiber or a failover solution for existing broadband connections.
- ✓ Plug-and-play setup: Easy deployment at all retail locations without complex configuration.
- ✓ Cloud-based monitoring: Real-time visibility and remote management of all locations for IT teams.
- ✓ Scalable solution: New store locations could be added seamlessly without ISP delays.

Results

- ✓ 100% Transaction Continuity: No disruptions at checkout counters, ensuring a seamless customer experience.
- 💰 Increased Revenue Protection: Eliminated lost sales due to internet outages.
- ⌚ Faster Operations: Improved store connectivity for cloud-based inventory, mobile POS, and digital signage.
- 🌐 Scalability for Growth: New store openings no longer delayed due to ISP installation wait times.

By deploying Infinite Wireless' vSIM technology, the retailer ensured uninterrupted sales, improved customer satisfaction, and streamlined IT operations. Whether as a failover solution or a primary wireless connection, the retailer now operates with confidence, knowing its stores are always connected.



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