



CASE STUDY

C. L. THOMAS: SPEEDY STOP CONVENIENCE STORES

National Convenience Store Chain RELIES on INTEQ to Proactively MONITOR and MANAGE Retail IT Infrastructure



Organization Profile - C.L. Thomas owns and operates a chain of 102 convenience stores under the Speedy Stop name and is one of the largest US distributors of Chevron lubricant and Exxon gasoline.

IT Challenge - In order to manage increased customer demand and a growing infrastructure, C.L. Thomas required a solution that would enable the company to meet stringent demands for IT infrastructure performance and service quality, while allowing internal IT staff to focus on core business objectives.

Solutions -
InfraSolve — An outsourced solution that provides proactive, 24x7 monitoring, management, reporting and problem resolution for all components in the IT infrastructure, including network servers, databases and applications

Results - By leveraging Inteq for the day-to-day monitoring and management of its infrastructure, C.L. Thomas is able to ensure 24x7 system availability, without requiring internal resources.

Ensuring the Integrity of a Distributed Retail Environment

The owner and operator of over 100 Speedy Stop convenience stores, C.L. Thomas' infrastructure transmits data on sales figures, inventory levels, pricing and promotional plans between each of its stores, distribution centers and headquarters. Recognizing that this type of data transmission is mission-critical to the company, C.L. Thomas needed a solution to effectively manage its infrastructure in order to ensure continuous system uptime.

After evaluating several options, C.L. Thomas decided to take advantage of Inteq's InfraSolve solution, based on Inteq's proven track record in providing innovative and reliable IT solutions. Since engaging with Inteq, C.L. Thomas has been able to meet stringent demands for IT infrastructure performance and service quality, while allowing the internal IT staff to focus on core business objectives.

"With locations distributed across Texas and New Mexico, any lapse in system uptime could have a severe effect on our business," said Jared Hurta, director of technology for CLT, Inc. "With InfraSolve, we are granted the peace of mind that our infrastructure will run smoothly, enabling us to focus on more strategic projects to support our business."

Inteq, a provider of IT infrastructure and application management services, created InfraSolve to proactively manage a company's application, database, network and systems infrastructure by providing problem identification, diagnostics and resolution for maximum application and infrastructure availability. An outsourced solution, InfraSolve provides 24X7 IT monitoring, management, reporting and problem resolution for all components in the IT infrastructure including networks, servers, databases and applications.

C.L. Thomas Benefits from Uninterrupted Connectivity with InteQ

C.L. Thomas Speedy Stop convenience stores conduct daily batch transfers of store transactional data to corporate headquarters over dial-up lines. At the same time, the headquarters are transmitting new pricing and promotional information, while C.L. Thomas' wholesale fuel, lubricant and chemical distribution sites require real-time access to the company's order entry system through the Internet and e-mail. Additionally, delivery ticket print jobs that instruct drivers when and how to deliver products are also communicated across the network.

"Connectivity is very critical to our order entry and daily processing of our paperwork," Hurta said. "One weak link can cause significant information flow problems for our entire company."

It was this critical nature of the company's data that led C.L. Thomas to realize that it needed to proactively monitor the network and address any problems in real time. With a technology staff of four people, the company did not have the resources required for effective 24x7 infrastructure management and turned to InteQ to monitor several critical areas of the C.L. Thomas infrastructure, including frame relay links, databases, routers and the company's firewalls. InteQ also enables the company to ensure that its carriers deliver the committed information rate promised in their frame relay agreements.

"InfraSolve enables C.L. Thomas to benefit from proactive monitoring and problem resolution, while improving infrastructure availability and lowering staffing costs for infrastructure management," said Santhana Krishnan, Chairman and Co-founder of InteQ Corporation. "Additionally, InteQ's InfraSolve processes are founded on IT Management Best Practices, allowing InfraSolve to consistently deliver the fastest administration and problem resolution available in the most secure manner."

More Efficient Operations Across Distributed Environment

When a business is stretched across multiple state lines, communication and system support become critical components for future success and any network downtime that occurs can lead to errors in planning, purchasing, allocation or even scheduling, which can turn into lost profits.

"Data integrity is of the utmost importance across our company," said Hurta. "By leveraging InteQ InfraSolve, we are able to ensure 24x7 availability of data that is distributed across our retail infrastructure without adding internal resources, which enables us to provide higher levels of service at reduce costs."

C.L. Thomas is just one of the many retail companies leveraging InteQ's IT infrastructure monitoring and management solutions to proactively manage distributed retail environments, which allows them to focus on business-critical issues and achieve a considerable ROI as a result.

For more information about InteQ Corporation, visit www.inteqnet.com or call 1-888-4IT-MGMT.

By leveraging InteQ
InfraSolve, we are
able to ensure 24x7
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that is distributed
across our retail
infrastructure