

# Case Study: Keeping Critical Operations Connected with Fixed Wireless Solutions



## Background

A national retail chain operating across hundreds of locations faced ongoing challenges with connectivity disruptions at stores located in rural, underserved, and high-traffic urban areas.

Inconsistent network availability was affecting point-of-sale (POS) transactions, inventory management systems, and real-time customer engagement tools, leading to revenue loss and frustrated customers.

## Challenges

- Frequent downtime caused by unreliable broadband providers
- No secondary network (backup failover) to maintain operations
- Slow issue resolution with support partners—multiple escalations and delayed service
- Growing need for 24/7 monitoring across geographically distributed assets

## Solution Provided by Mission Critical IoT

- **Deployment of Fixed Wireless Access (FWA) Solutions and hardware** to serve as primary and failover connectivity across key locations
- **24X7 Monitoring** ensuring network failover in the event of an outage
- **24/7 Technical Support** by certified engineers with **first-call resolution priority**
- **Secure Network Configuration** with encryption and monitoring for all deployed Fixed Wireless endpoints
- **Personalized Account Support** to manage ongoing operations, firmware updates, and perpetual, proactive end-to-end system checks

# RESULTS

**99.99% Uptime Achieved**  
across all Fixed Wireless sites

**First-call resolution rate  
increased by 65%,**  
eliminating lengthy escalations

**Reduced IT burden,**  
allowing internal teams to focus  
on growth initiatives instead of  
troubleshooting outages

**Retail Point of Sale  
transactions remained  
fully operational**  
even during primary  
network failures

**Customer satisfaction scores  
improved**  
due to faster checkouts and  
fewer payment interruptions

*Mission Critical IoT completely transformed our store operations. Their team understood the urgency of our challenges and delivered a seamless Fixed Wireless solution backed by outstanding 24/7 support. We finally have a partner we can trust to keep us connected —no matter what.*

*— VP of IT Operations, National Retail Chain*

## Why It Matters

In retail—and across industries that depend on real-time transactions and data flow—reliable connectivity is mission critical.

Mission Critical IoT delivers expert-driven, always-on solutions that keep businesses operating, customers satisfied, and revenue protected.

**Let's talk about how Fixed Wireless can future-proof your operations.**