



Enhancing Network Reliability and Operational Resilience for a Leading Digital Commerce Enterprise

Overview

A leading digital commerce enterprise required a trusted technology partner to support and maintain its critical network infrastructure across corporate campuses and operational facilities. With a large installed base of networking equipment and increasing demands on availability, security, and performance, the organization sought a proactive approach to infrastructure lifecycle management while ensuring rapid resolution of operational issues.

Black Box delivered comprehensive managed network services encompassing preventive maintenance, health assessments, incident management, lifecycle planning, and infrastructure optimization. Through a combination of proactive governance and responsive support, Black Box helped strengthen network reliability, reduce operational risk, and improve readiness for business-critical operations.

Challenges

The customer needed to maintain operational reliability across a large enterprise network supporting business-critical operations while managing infrastructure components approaching End-of-Life (EOL) and End-of-Support (EOS) status. With increasing demands on network availability and performance, the organization required a proactive approach to infrastructure lifecycle management, improved visibility into network health, and structured firmware governance. At the same time, it needed rapid incident response and efficient resolution of hardware issues to minimize operational disruption during periods of peak business activity.

AT A GLANCE

CHALLENGES

- Infrastructure lifecycle and supportability concerns
- Business-critical network availability requirements
- Aging software and firmware versions
- Hardware incident and vendor coordination

SOLUTIONS

- Managed network support services
- Preventive maintenance and health checks
- Dedicated engineering support
- Lifecycle and firmware management
- Rapid incident response and RMA coordination

RESULTS

- 27 support cases successfully managed
- 10 hardware replacement cases completed
- Preventive maintenance across critical infrastructure
- Zero critical hardware failures during health checks
- Improved infrastructure health and lifecycle visibility

BENEFITS

- Enhanced network reliability
- Reduced operational risk
- Improved infrastructure governance
- Faster issue resolution
- Improved readiness for future modernization



Solutions

Black Box delivered comprehensive managed network services that combined proactive site audits, infrastructure health assessments, and preventive maintenance across the core, aggregation, and access network layers. Dedicated engineering resources provided day-to-day operational support, while reactive incident management, hardware lifecycle management, and replacement coordination ensured timely issue resolution. Black Box also conducted firmware compliance assessments, network architecture reviews, and optimization recommendations to strengthen infrastructure performance and support future modernization initiatives.

Result

Black Box successfully managed 27 support cases and coordinated the closure of 10 hardware replacement cases while completing preventive maintenance across the customer's critical network infrastructure. Comprehensive health assessments across the core, aggregation, and access network layers identified lifecycle risks, software compliance gaps, and opportunities for infrastructure optimization, with no critical hardware failures detected during the assessment period. These initiatives improved visibility into infrastructure health, strengthened operational resilience, and established a better-managed network environment capable of supporting the organization's ongoing business and digital transformation objectives.

Customer Testimonial

"Thanks a lot for your support and assistance for the RMA. I would like to appreciate your commitment and efforts towards customer support. Kudos to you and your wonderful team. Please keep up the good work."

— Senior IT Infrastructure Leader, Leading Digital Commerce Enterprise

Why Black Box?

The customer selected Black Box for its deep networking expertise, proactive service delivery model, strong OEM ecosystem relationships, and ability to provide both strategic guidance and operational support. By combining preventive maintenance, dedicated engineering resources, rapid incident response, and lifecycle management expertise, Black Box helped the customer improve infrastructure reliability while building a foundation for future growth and modernization.