

Standardised network for retail companies
with Damovo Meraki as a Service



Change Driver

Store-based retail organisations face a particular challenge when it comes to setting up and operating IT networks.

With increasing digitalisation in the retail sector, retail companies need to respond faster to their customer's demands. At the same time, networks must remain stable and secure.

This was also the experience of a retail chain in northern Germany, which operates around 450 stores across Germany and Austria.

The customer opted for Damovo and the Damovo Meraki as a Service (DMaaS) concept.

The key driver for switching to a standardised Meraki platform was the desire for a uniform, scalable network architecture that can be managed centrally from the cloud. This significantly reduces the previously high effort required for decentralised configurations across different device platforms.



DAMOVO



Damovo Approach

Damovo offers Meraki as a Service at a fixed monthly cost. The service includes:

- Procurement of hardware and licences (purchase or rental)
- Rollout and commissioning
- Fully managed service via cloud management
- Self-service portal (Damovo ServicePlaza)
- Automated use cases, e.g.
 - VLAN adjustments
 - Activation/deactivation of customer Wi-Fi
 - Registration/deletion of MAC addresses
- Asset management
- Service catalogue for add-ons (hardware and services)
- On-site support in the event of a service call



How the **IT team** benefits

Standardisation significantly reduces complexity in network operations.

Meraki Cloud Management enables IT to roll out configurations centrally from northern Germany for all markets easily and efficiently.

Damovo ServicePlaza automates recurring use cases. This frees up resources and reduces the workload for IT.

How the **company** benefits

The service catalogue in ServicePlaza allows headquarters to offer stores additional services that support operational processes.

These services can be assigned to different cost centres and billed accordingly.

A simple billing model with fixed monthly fees ensures predictable costs without any surprises.

How the **employees** benefit

With Wi-Fi in stores, many processes can be mapped on the go.

Setting up IT devices, such as a network printer, used to be possible only via a change request. That was cumbersome and time-consuming. With the help of the ServicePlaza self-service portal, this can now be done independently in just a few minutes.