

Nexaira Solutions

Retailer connects multiple locations to their headquarters using the Nexaira Business Class II Router and Rogers HSPA+ Network.



“Just knowing that the BCII offers high availability and advanced features like Anit-Flap, VRRP and Dynamic DNS with the utilization of Rogers HSPA+ network, arming all 50 of our locations with the BCII router, we are assured that business will always continue without disruption. I only wish I had been made aware of this solution sooner”, said Quilts CTO Susan Y.

Situation

Quilts Etc. (“Quilts”) is a manufacturer/retailer of fine bed linens and down products with over 50 store locations Canada wide. The stores are connected to the headquarters office in Burnaby British Columbia over the Internet using a DSL service. Quilts link the POS terminal in each store to their main processing centre at headquarters. Quilts relies on this link to process all card sales and inventory management. The network is a typical hub and spoke architecture using SonicWALL routers to establish and maintain VPN IPsec tunnels for secure transmission of data. SonicWALL firewalls are a staple of network security in the small and medium sized business market. The hub router is a SonicWall PRO 3060 used to configure policies and rules as well as monitor and maintain the network. The remote devices are predominantly SonicWall TZ150s and one or more TZ180s that are connected to the network through a DSL modem set up with a static IP address.

Challenge

A number of Quilts stores are located in areas that have limited or poor DSL service. In some of these locations, daily interruption of service is commonplace. During the 2010 Olympics, one of their stores averaged from \$8,000 to \$15,000 in daily sales but as a result of frequently recurring service outages a large number of sales were lost.

Solution

Rogers and Nexaira approached the IT group at Quilts with a wireless backup solution for their stores as a business continuity offering to defend against disruption to the business due to wireline network failure. The initial proposal placed the Nexaira Business Class High Availability Router equipped with a Rogers HSPA+ data card between the TZ150 (no failover capability) and the DSL network. In the event of a DSL failure, the Nexaira router would manage failover to Rogers’s HSPA+ network and once the DSL connection was back up and stable as determined by Nexaira’s anti-flap feature, the DSL connection would be re-established. In this configuration the TZ150 would manage primary and secondary VPN IPsec tunnels and local routing.

The final solution uses Nexaira’s Business Class II to replace the SonicWALL router as the primary router equipped with auto failover. This had the added benefit of reducing the amount of customer prem equipment (CPE) in each store while improving network reliability at a fraction of the cost of the existing configuration; in fact a 67% reduction in cost for new installations. In the event of a wireline connection failure the Nexaira router fails over to the Rogers HSPA+ network using Dynamic DNS on the Public IP network with a Rogers APN and establishes a secure VPN IPsec tunnel to the Quilts SonicWALL Pro 3060 Hub all within seconds. The benefit to Quilts is maintaining network access without losing any sales opportunities because of a network outage. As before, once the Nexaira router confirms the DSL connection has stabilized, it re-establishes the network connection.

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