

Preserving Retail Revenue Velocity for Titan's Nationwide Showrooms



Distributed Luxury Retail

139 Showrooms

275 WAN Links

Pan-India Footprint

Multiple ISPs

THE SITUATION

A high-velocity retail ecosystem built on real-time cloud dependencies

Across 139 high-value showrooms, every **digital checkout, omni-channel transaction, and inventory lookup** depends entirely on continuous cloud connectivity. With millions in daily revenue at stake, localized network uptime operates as the direct engine for storefront revenue preservation.

THE CHALLENGE

The Edge Visibility Gap: A power outage and an application lag affected their checkout line

- **Blind Infrastructure Visibility:** Centralized operations cannot distinguish between a localized store power failure and external carrier outages, resulting in blind incident response.
- **Frozen Checkout Lines:** Cloud-dependent PoS applications freeze instantly during network drops, halting transactions and causing cart abandonment on the retail floor.
- **Broken Omni-Channel Journeys:** Services like click-and-collect, digital rewards, and inventory checks break the moment the store's internet connectivity wavers.
- **High-Stakes Holiday Risks:** Simultaneous multi-site crashes during high-footfall holiday shopping rapidly multiply revenue losses due to a lack of automated escalation workflows.
- **Zero Vendor Accountability:** Leadership lacks granular, site-level network performance data needed to audit ISPs or legally enforce strict SLA financial penalties.

AT A GLANCE

COMPANY

Titan Co. Ltd.

INDUSTRY

Luxury Jewelry Retail

SITES

139 showrooms

WAN LINKS

275 active

NETWORK TYPE

Dual-homed, multi-ISP

LINKEYE NOC MODEL

Centralized

12 min

MEAN TIME TO RESOLUTION

Down from 2-4hrs per incident. Failure cause isolated at point of alert

180+ hrs

ENGINEERING HOURS RECOVERED

Per month, freed from false-alarm ISP vendor escalation cycles

275 links

SINGLE OPERATIONAL VIEW

All dual-homed WAN links across 139 showrooms in 1 dashboard

“Before LinkEye, a store going dark meant calls to ISP, to the store, and working back to find the cause. Having device-level context has reduced our escalation management time to minutes.”

Head of Network Operations, Titan Co. Ltd.

THE SOLUTION

Full-stack Network Intelligence

LinkEye unified Titan's distributed infrastructure. The NOC team can now instantly identify the exact origin of an edge failure before initiating an external vendor service call.



Sitewise Geo-Mapping
Live network status for all sites



Digital Experience Monitoring
End-to-end application health



Contextual Alerting
End-to-end application health



Dynamic Site Classification
Classified by region and tier

APPLICABLE FOR



Cloud-Connected POS Networks



Multi-ISP WAN Environments



Centralized NOC with Distributed Infra