

# CADDO OFFICES

How Vivant's Smart Solutions Boosted Caddo Offices Savings & Corporate Revenue

## Customer Success Story

In this Customer Success Story, we will explore how Vivant's Managed Networks helped Caddo Offices improve their network infrastructure and reduce cost.



# BACKGROUND



Caddo Office Reimagined provides flexible office rentals and coworking spaces for small businesses in Texas. They offer three types of memberships: day, social, and office, each with different benefits. They have eight locations, each with private offices, coworking space, conference rooms, and a kitchen area. They aim to build the most successful neighborhood office brand in Texas, with a mission to help small businesses succeed. Fun fact; Caddo is named after a loyal and courageous dog that chased away alligators.

**INDUSTRY :** Real Estate

**LOCATIONS:** 8



Vivant is a leading national turnkey Managed Network solutions provider. We believe that a highly available and secured network is the backbone of any business. We have a relentless commitment to providing the very best services and solutions for our clients, so they can stay focused on running the business and what matters most.

# BUSINESS CHALLENGES

Success for this office rental business was hampered by inefficient network design with many single points of failure.

- **Single Point of Failure - Internet**

Before Vivant's involvement, Caddo faced a significant vulnerability in their internet service, whereby a single failure point could result in a complete loss of internet access for all tenants. This situation was deemed unacceptable. With an operational capacity of around 170 to 200 members utilizing Caddo Offices as their primary workspace, ensuring uninterrupted internet connectivity became imperative for Caddo.

- **Single Point of Failure - Poor Network Design**

The network configuration lacked redundancy, exposing numerous single points of failure. In the event of hardware failure on-site, this deficiency would lead to a complete outage affecting all members.







# CUSTOMER OBJECTIVES

- 100% up-time internet service
- Eliminate single points of failure within the network
- Provide on-site support when required
- Provide internet redundancy to tenants with Static IP regardless of which internet connection was online
- Provide WiFi coverage across 40,000 square feet of office space in each building





# VIVANT'S SOLUTIONS

*Vivant implemented a turnkey and customized approach.*

- Vivant provided **Dual Internet** service utilizing diverse routes to prevent a single point of failure.
- **SD-WAN** solution to combine both internet connections for a Highly Available Fault Tolerant (HAFT) connection to the internet
- **Highly Available Firewalls** allow seamless operation in the event of hardware failure.
- **Network separation** through switches and wireless access points to ensure 100% uptime



# The Results

"Vivant's internet and phone services are flawless, as we never experienced any downtime or disruption. We are very impressed with Vivant's turnkey solutions that earned for us considerable savings and priceless smiles from our satisfied tenants.

~ Caddo Offices Executive

Overall cost savings of \$110,000 per building on the installation of low-voltage wiring including CAT wiring, Video Surveillance, Access Control, Music System, White Noise System, and Conference room setups.

No internet outages to tenants in the past 48 months even though there have been ISP outages.

No connectivity loss even though buildings have taken a lightning strike and some devices failed.

# Business Implications

In any industry having Reliable Internet and Phone service is critical to profitability and success. Having one partner that can provide a solution that is always available and secure should be table stakes, not the exception. Vivant seamlessly manages and provides these services to Caddo Offices' eight locations across Texas.

This has ensured seamless service during critical business hours and significantly lowered operation expenses.



**Kylee Hennig**

1 review

★★★★★ a month ago

Vivant has simplified our work life! We love having our phone, internet and so many other vendors condensed into one with Vivant. We especially love how Vivant has saved us so much money!





# GET IN TOUCH WITH US

We would love to share how we can help your business and help you tackle any pain points before they happen!

[Schedule-A-Demo here.](#)

Visit our website

[VivantCorp.com](http://VivantCorp.com)

