

FAST WIRELESS BROADBAND CONNECTIVITY

Innovative “Farm to Face” sun and skincare manufacturer turns to Skyriver for fast service provisioning.



Goals:

- Secure broadband service immediately for new company location
- Broadband service must meet performance specs for robust cloud-based operations
- Service should easily scale to meet increasing bandwidth demands in the future

Skyriver Services Utilized:

- 100% CIR
- ≥99.99% Uptime
- ≥99.5% Packet Delivery
- ≤40 ms Latency

Skyriver provisioned commercial-grade wireless broadband service in just 48 hours after legacy carrier failed to meet promised installation date. Skyriver’s commercial-grade service supports robust cloud services required for COOLA Suncare’s dynamic operations.

CUSTOMER PROFILE

COOLA Suncare offers a full line of luxury sun and skincare products that reflect their Farm to Face® sourcing philosophy. They use natural, organic, sustainable and locally sourced ingredients whenever possible. The company is passionate about making healthy sun and skin products that feel good and support the healthy happy lifestyle that is imbued in their company culture.

As a seasonal business, it’s imperative that COOLA Suncare operations are up and running efficiently every single hour during the summer season. The company utilizes a number of cloud services plus a sophisticated scanner pick and pack fulfillment Internet app to maintain agile and efficient operations.

CHALLENGE

Moving into a new facility in Carlsbad CA required finding a carrier that could service the area with high reliability.

Even though the area is thriving with a number of new businesses moving in, traditional broadband services are not readily available. After getting the run around from various telecom and cable providers surrounding the likelihood of service availability, COOLA Suncare selected Cox.

Cox agreed to deliver fiber service to their new building within 30 to 60 days. But as the move-in date approached, and plans were finalized, fiber had not yet been delivered. Just 2 days before the move, the carrier notified COOLA Suncare that it could not meet the service date.

“You still have to meet your IT goals even when your fiber provider throws a wrench in your plans.”

*Tyler Porteous
VP of Marketing and Business Development*



CONTACT US

Email: info@skyriver.net

Call: (866) 759-7483

skyriver.net

SOLUTION

The IT team quickly resumed their search for business broadband. When the team discovered that Skyriver offered a fixed wireless broadband service that could be installed within a couple of days, COOLA Suncare's plans were back on track.

Skyriver's business broadband service is quick and agile to deploy. The commercial-grade wireless service is not encumbered by the physical and economic restraints inherent in legacy solutions such as fiber. Consequently, Skyriver was able to have COOLA Suncare's operations up and running within 48 hours.

"We very much appreciate Skyriver's responsiveness in meeting our extremely tight deadline. Their broadband service is working great."

Tyler Porteous

VP of Marketing and Business Development