

86 Stores. One Network. Zero Compromise.



86 Nationwide Stores

3 Core Phases

1 Managed Service

The Challenge

Operating a nationwide estate of approximately 80 retail stores, this leading UK charity was being held back by its own infrastructure. Legacy internet connections delivered inconsistent performance across locations, regularly disrupting point-of-sale systems, cloud-based applications, and staff communications. Without a standardised approach, troubleshooting was slow and resource-intensive, placing unnecessary pressure on a lean internal IT team.

Security was a growing concern. The absence of centralised policy enforcement left the estate fragmented and exposed to online threats, with limited visibility into network activity across sites. Many stores were operated by dedicated volunteers with limited IT experience and the nature of leased retail premises added further complexity, requiring careful coordination around landlord permissions, listed buildings and engineer access.

Meanwhile, ageing contracts and inflexible legacy solutions continued to drive up costs, quietly diverting funds away from the charity's core mission at a time when every pound counted.

The Solution

- ✓ Modern SOGEA and Fibre broadband connections replaced all legacy lines, delivering significantly improved bandwidth, reliability, and uptime estate-wide
- ✓ Routers deployed consistently across all 80 locations, selected for enterprise-grade security, VoIP support and robust performance
- ✓ A centralised management platform was implemented, enabling remote configuration, monitoring and rapid troubleshooting from a single console
- ✓ VoIP telephony system introduced at every store with dual handsets, replacing legacy PSTN lines and delivering clearer calls and lower running costs
- ✓ Centralised web gateway to enforce consistent security policies and provide full network visibility across the estate
- ✓ Full transition to a NetUtils Managed Service, covering proactive monitoring, performance management and end-to-end technical support

Results At A Glance

- ✓ Faster, more reliable connectivity across all 86 retail stores
- ✓ Point-of-sale systems and cloud applications running without interruption
- ✓ Full network visibility and control through centralised management
- ✓ Reduced response times and proactive issue resolution across the estate
- ✓ Stronger security posture with consistent web gateway policy enforcement
- ✓ Improved compliance with internal standards and external requirements
- ✓ Reduced telephony costs and improved call quality following VoIP migration
- ✓ Rollout delivered with minimal disruption to volunteers and daily operations
- ✓ Internal IT team freed from reactive troubleshooting to focus on strategy
- ✓ Scalable, future-proof infrastructure ready to support long-term growth

Why NetUtils

NetUtils was selected for its proven track record delivering secure, scalable network solutions across complex distributed environments. With deep expertise in managed services and a genuine understanding of the challenges facing charitable and retail organisations, NetUtils brought both technical capability and a collaborative, people-first approach to every stage of the engagement.

NetUtils is a UK-based managed services provider specialising in secure network infrastructure and connectivity solutions. With extensive experience designing and deploying solutions across distributed, multi-site environments, NetUtils delivers end-to-end services that include design, provisioning, onsite engineering, and ongoing managed support. Their proactive approach to monitoring and issue resolution

Call us on 020 8783 3800 to discuss your next project