

Dollar General Corporation Adopts Interface Systems Managed Cloud Services to Replace Traditional Service Providers

More than ever, retailers are using the Internet, and trusting the Internet, for business communications and to provide better customer service. As stores depend more on cloud-based services, they also face serious challenges for network availability and data security.

Cisco G2 Series integrated service routers meet these high standards and, as the leader in IP Security Services, Interface is the ideal partner to deliver a reliable and secure network.

Interface Systems (ISS) offers a business model and an array of managed services that make the value of Cisco routers, switches and wireless products affordable for retail, commercial and small business customers.

EXECUTIVE SUMMARY	
<p>DOLLAR GENERAL CORPORATION</p> <ul style="list-style-type: none"> • Industry: Small-Box Discount Retailer • Locations: Approximately 9,500 • Headquarters: Goodlettsville, TN • Number of Employees: 85,900 	<p>Challenge</p> <p>Dollar General Corporation, the largest discount retailer in the United States by number of stores, previously had hundreds of service providers delivering disparate network services. With Dollar General's rapid growth, Interface filled a need to standardize in-store services with a uniform network design.</p> <p>In particular, Dollar General needs higher bandwidth and a new router in each store for wireless inventory tracking and point of sales reporting. The retailer also needs to support stricter data security standards for credit cards.</p>
<p>CHALLENGE</p> <ul style="list-style-type: none"> • Standardize in-store services and operations 	<p>Solution</p> <p>After conducting extensive testing and an ROI analysis, Dollar General selected Interface Systems. The project converts security and communications systems from analog to digital – eliminating the expense of more than five thousand phone lines.</p> <p>The ISS data and communications suite for Dollar General is based on the Cisco G2 Series 891 router. Services include Wide-area Network Management, PCI Compliance via Cisco IPS/IDS and Rogue Wireless Management, IP Alarm System Monitoring, Managed IP Video Surveillance, and Interface Digital Voice. This first-to-market suite of cloud based applications and management is delivered via Interface Secure Managed Broadband, a wide-area network design featuring advanced security services on the G2 891 Router and redundant network connections for failover and business continuity.</p>
<p>SOLUTION</p> <ul style="list-style-type: none"> • Dollar General uses Interface Managed Cloud Services for its entire retail store network, which includes: <ul style="list-style-type: none"> ○ Wide-area Network Management ○ PCI Compliance ○ IP Alarm System Monitoring ○ IP Video Surveillance ○ and Interface Digital Voice 	<p>RESULTS</p> <ul style="list-style-type: none"> • Improved operations • Increased customer, employee and data security • Significant reductions in operating expenses

Interface makes it easy for Dollar General to attain the value of the Cisco 891 router by providing it as the foundation of its Secure Managed Cloud based service instead of a capital expense. In addition to providing broadband service and managing the router, Interface also provides Dollar General with network based store services like Cisco IPS/IDS and Cisco WAP management to support PCI Compliance. Interface leverages the network further with IP monitoring of physical security systems and by cutting expenses with voice over IP.

Results

Dollar General uses Interface Managed Cloud Services for its entire retail store network, which includes approximately 9,500 locations. In addition, Dollar General opens about 50 new stores each month making this project one of the largest retail deployments of Cisco G2 891 series routers.

"This project began as an RFP for a land based store network to replace slower performing satellite dishes," said Jeff Frye, VP Sales and Marketing for Interface. "Interface emerged over other providers by adding value to the network. We converted an array of common store applications like alarm panels, DVRs and telephones to operate on the Cisco router which speeds up store operations and lowers communications costs."

“What Interface delivers for any single location or a large organization like Dollar General is the economy of vendor consolidation. Interface offers a ‘single throat to choke’ for billing and support,” said Michael Shaw, CEO of Interface, “which combined with system standardization are huge improvements in efficiency.”

“Our best-in-class, Managed Cloud Bundle provides Dollar General with a cost-saving and scalable technology template that is second to none,” said Robert Aranda, IP Division President of Interface. “Dollar General is one the first major retailers to embrace bundling these critical in-store services. This landmark decision signals a fundamental shift in how retailers are

thinking about the value of their existing service provider relationships and the business opportunities provided with insight on demand. We are honored to be a part of Dollar General’s business strategy.”

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- **Robert Aranda**, *Interface IP Division President*

About Dollar General

Dollar General Corporation has been delivering value to shoppers for more than 70 years. Dollar General helps shoppers Save time. Save money. Every day!® by offering products that are frequently used and replenished, such as food, snacks, health and beauty aids, cleaning supplies, basic apparel, house wares and seasonal items at low everyday prices in convenient neighborhood locations. With more than 9,500 stores in 35 states, Dollar General has more retail locations than any retailer in America. In addition to high quality private brands, Dollar General sells products from America's most-trusted manufacturers such as Procter & Gamble, Kimberly-Clark, Unilever, Kellogg's, General Mills, Nabisco, Hanes, PepsiCo and Coca-Cola. Learn more about Dollar General at www.dollargeneral.com.

About Interface

Interface is the Leader In IP Managed Cloud Services and first to market with its unique service offerings, a customer cost savings value proposition. Interface’s unique technology offerings, intellectual property, reliable service delivery and dedication to customers have been continuously improved for two decades. Learn more about Interface at www.interfacesystems.com.

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