



DICKER DATA DRIVES RECORD REVENUES AND REDUCES COST WITH AI-DRIVEN ENTERPRISE NETWORK

Summary

Company:

Dicker Data

Industry:

Technology

Business Challenges:

With a strategic plan for diversification, Dicker Data built a new warehouse to serve the technology needs of more reseller customers.

Technology Solution:

- AP43 High-Performance Access Point
- Marvis Virtual Network Assistant
- EX Series Ethernet Switches

Business Results:

- Reduced network downtime to support record-setting sales
- Delivered superior Wi-Fi experiences in warehouse
- Increased network reliability by diagnosing network health and resolving incidents quickly
- Rapidly deployed warehouse Wi-Fi with zero-touch provisioning

The pivot to remote work and school drove a massive uptick in technology consumption. Dicker Data, a premier ICT distributor in Australia, stepped up to ensure its 6000 reseller partners could get the technology solutions their customers needed for business continuity.

With a focus on meeting its partners' needs, Dicker Data realized record revenues in 2020. Success was enabled by the construction of a state-of-the-art warehouse and headquarters in Sydney's south, all outfitted with a Juniper® AI-Driven Enterprise network.

Complex Mixed-Use Environments Require Cohesive AI-Driven Network

With a strategic plan for diversification paying off, Dicker Data was able to offer a wide range of technology solutions and more effectively service a larger number of resellers' technology needs.

As orders surged during the start of the COVID-19 pandemic, the construction of a larger, state-of-the-art warehouse was impeccably timed. The new facility provided a 50 percent boost in warehouse space, and Dicker Data was ready.

Wi-Fi in the warehouse needed to support more than 50 workers and their mobile devices, scanners, and other tools used to identify, locate, and pack customer orders.

Dicker Data's objective was for employees to have the best possible network experience as they worked to meet the expanding ICT needs of reseller partners and the businesses, schools, and government agencies they serve.

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- Warren Welch, IT Manager, Dicker Data

Experience-First Network Delivers Secure, Reliable Connectivity

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Improving the user experience and streamlining IT operations were primary factors in choosing an AI-driven wired and wireless network from Juniper. A Juniper Mist™ Platform made the network simpler to provision and manage, delivering cost effectiveness from Day 1.

AI-driven automation, actionable insights, and the microservices elasticity of Juniper Mist cloud architecture make a Juniper Mist network simpler to provision and manage. Scaling up network services is now easier, and a cloud-based network has eliminated the need for cumbersome wireless controllers.

Juniper cloud services driven by Mist AI and the Marvis Virtual Network Assistant support AI-driven operations and proactively resolve issues before users even notice. The Juniper AP43 High-Performance Access Point delivers high-performing Wi-Fi 6, and Juniper Networks® EX Series Ethernet Switches deliver secure wired connectivity.

Smooth Operations at Dicker Data Lead to Revenue Gains

Every aspect of Dicker Data's thriving business depends on reliable connectivity, from the initial order to dispatching goods for delivery to the customer site. Staff have a consistent network experience wherever they are located.

"An AI-driven Juniper network makes deployment incredibly easy. We literally plugged in the wireless access points and turned them on. When we logged into the Mist portal, they were all there. They had magically found a home," Welch says.

An experience-first network has also enhanced staff collaboration and improved warehouse efficiency. With confidence that collaboration tools will perform impeccably, Dicker Data can host product launches and training events in a welcoming space with a two-story vertical garden.

Reducing network complexity has given the IT team time to focus on other strategic projects to support the business' continued growth. IT can assure the right level of security and access across all locations. Shifting to a cloud-managed network means less hardware in the office environment and warehouse. And with a network that is easy to manage, IT can respond more quickly to new business requirements.

Dicker Data is well-positioned to continue on its growth trajectory.

For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

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