

# LARGE RETAIL STORE MODERNISATION PROJECT

## SNAPSHOT |

Recognised as one of Australia's largest retailers, this brand operates a chain of department stores complemented by an expanding online presence. With over 40 years of experience, it has built a strong reputation for delivering quality products at affordable prices. The company boasts 520 stores across Australia and New Zealand, along with offices globally, employing more than 46,000 dedicated team members focused on providing exceptional value and quality to customers.

## CHALLENGE |

The customer faced operational challenges due to an outdated and inefficient network infrastructure. Their existing LAN and WLAN solutions were nearing the end of their lifecycle, causing frequent disruptions, lacked scalability, and did not adequately meet the needs of the organisation anymore. To maintain efficiency and support future growth, they required a full-stack IT upgrade across their stores, offices, and distribution centres, requesting Cube to lead the modernisation effort as a trusted advisor.



## APPROACH

Cube closely partnered with the retailer to assess their needs and develop a tailored solution. Leading the vendor bid process, Cube recommended Juniper's AI-driven technology, based on its competitive pricing and advanced cloud management features. The legacy Cisco and Aruba systems were replaced with Juniper Mist wireless for enhanced Wi-Fi, Juniper SSR SD-WAN for improved resiliency, and Marvis Virtual Network Assistant for superior AIOps. This comprehensive solution provided a unified infrastructure, enabling optimal network performance and scalability for future growth. Almost 400 stores have been transformed.

## OBJECTIVE

The objective was to replace the legacy network infrastructure with a resilient, scalable, and secure system. Cube aimed to enhance performance, improve security, and support future advanced retail functions like location tracking and customer analytics, while ensuring long-term viability for cloud-based applications and future scalability as retail operations evolve.

## OUTCOMES

Cube's implementation of Juniper's AI-Native full-stack solution significantly improved the retailer's network performance and reliability across stores, offices, and distribution centres. By leveraging third-party contractors for on-site installation and utilising Cube's engineers for remote technical configuration, the integration was seamless. The Juniper Mist wireless infrastructure enhanced Wi-Fi capabilities, while the new Juniper SSR SD-WAN provided greater resiliency and efficiency, particularly for cloud-based applications.

Managed through the Juniper Mist cloud management console, the AI-native infrastructure enables proactive network monitoring and predictive issue resolution via AIOps. This unified solution offers valuable insights into network performance and supports advanced retail functions, including customer location tracking, dwell-time analytics, and smart checkout readiness.

Cube played a crucial role as a trusted advisor during the vendor selection process, recommending a solution based on technical and commercial considerations. This deployment became the largest Juniper SSR implementation in the APAC region.

Cube's Managed Service offering provides ongoing support for the entire Juniper network stack through a unified cloud management console, ensuring streamlined operations and continuous optimisation. Cube will continue to support the customer to complete the project as new stores become ready for transformation.



## KEY RESULTS

**400+ stores** modernised with new Juniper Mist AI-Native full stack solution

**Seamless Cloud Integration:** Unified Juniper network stack managed through a single cloud console, enabling real-time monitoring and AI-driven network insights.

**Ongoing Managed Service:** Continuous support and optimisation provided by Cube's Managed Services, ensuring long-term network reliability and efficiency.

**Seamless Infrastructure Upgrade:** Deployed AI-driven Juniper solutions across all sites, transforming network performance and scalability.

**Enhanced Operational Efficiency:** Unified cloud management and AIOps capabilities reduced downtime and improved real-time issue resolution.

**Ongoing Managed Service Partnership:** Cube provides 24/7 managed support, ensuring continuous network optimisation and future-ready capabilities.

