

# How East of England Co-op Future-Proofed Retail Connectivity with TNS Secure SD-WAN



# Simplifying and Strengthening Connectivity Across One of the UK's Largest Regional Retailers

East of England Co-operative Society, one of the UK's largest regional retailers, operates more than 200 grocery, travel and funeral sites across Norfolk, Suffolk and Essex. As digital transformation accelerated, its existing network could no longer deliver the reliability or visibility required to support modern retail operations. Following fragmented service and slow responsiveness from its previous vendor, East of England Co-op re-engaged with TNS to deploy a fully managed, scalable and secure network infrastructure. The result is a trusted connectivity platform that simplifies operations, strengthens resilience and provides the foundation for continued digital growth.

| What East of England Co-op faced...                 | What TNS Secure SD-WAN delivered...                          |
|---|--|
| Fragmented accountability across multiple providers | Single accountable managed service partner                   |
| Costly dual-line configuration                      | Simplified single-line architecture with built-in redundancy |
| 90-second failover during outages                   | Instantaneous failover with no visible downtime              |
| Limited visibility into security posture            | Centralized dashboards and real-time monitoring              |
| Aging infrastructure slowing digital goals          | Scalable, IoT-ready network foundation                       |

## Business Challenge

East of England Co-op's previous network environment was complex and inefficient. Services were split across multiple divisions of its provider, leaving no clear accountability when performance issues arose. Each site operated separate lines for retail and back-office systems. An expensive and cumbersome configuration.

Legacy connectivity caused additional challenges. Failover could take up to 90 seconds, disrupting transactions and causing point-of-sale downtime. If a site went offline, the back-up was unreliable and led to a loss of confidence at both the location and centrally. Limited monitoring made it difficult to maintain compliance and identify vulnerabilities in a timely manner.

As the organization's digital footprint expanded, introducing new in-store systems, analytics tools and connected devices, its aging network infrastructure became a barrier to operational agility and customer experience. The Co-op required a unified, secure and resilient networking solution from a trusted managed service partner.

## Solution

East of England Co-op selected TNS Secure SD-WAN to modernize connectivity across approximately 200 locations, including grocery stores, travel branches and funeral homes.

TNS Secure SD-WAN consolidates multiple network lines into a single, resilient connection with built-in redundancy. Failover that once took over a minute now occurs instantly, maintaining continuous payment and POS operations even during network incidents.

Centralized dashboards provide real-time visibility across all sites, improving compliance management and security oversight. The fully managed service includes named account management, project leadership and proactive communication, creating a single source of accountability for performance and delivery.

With a future-ready design, the network now provides a strong foundation for Internet-of-Things (IoT) initiatives, energy management systems and data-driven store analytics.

| Solution component                | What it enables for East of England Co-op             |
|-----------------------------------|---|
| TNS Secure SD-WAN deployment      | Unified, resilient connectivity across 200+ sites     |
| Instant failover capability       | Continuous operations and uninterrupted transactions  |
| Centralized security monitoring   | Faster issue identification and stronger compliance   |
| Dedicated TNS managed service     | Clear ownership, rapid response and proactive support |
| Future-ready network architecture | Scalability for IoT, analytics and digital innovation |





## Outcome

East of England Co-op now benefits from uninterrupted connectivity, streamlined operations and stronger security across its retail estate.

Stores report zero visible downtime during failover events, ensuring transactions and back-office functions remain uninterrupted. The move to a single managed service model has eliminated vendor sprawl, improving clarity and reducing operational overhead.

Centralized dashboards have strengthened visibility and compliance management, while the simplified architecture has reduced overall costs. Operational

savings are estimated at 10–15%\* due to line consolidation and process efficiency.

The partnership has also brought a new level of trust and personal engagement. Unlike dealing with a faceless telco, the Co-op now works directly with a dedicated TNS team that understands its business, communicates proactively and provides consistent, human support. This trusted relationship ensures confidence in day-to-day operations and long-term growth.



**220 sites** across six UK counties



**10–15%\*** operational savings through vendor consolidation



Failover reduced from **90 seconds** to instantaneous



Enhanced visibility and security resilience



Fully managed, future-ready connectivity

## Why Retailers Choose TNS

**Fully managed Infrastructure-as-a-Service (IaaS) model**

**Highly available and scalable**

**Multi-layer security and visibility**

**Proactive account management**

**Specialist guidance for retail environments**

**24x7x365 global expert support**

TNS is a global provider of Infrastructure-as-a-Service (IaaS) solutions, delivering mission-critical connectivity, security and managed services to thousands of organizations in more than 60 countries.

TNS Secure SD-WAN combines intelligent routing, redundancy and security in a single managed

**Discover how TNS Secure SD-WAN can help transform your retail connectivity and resilience today.**

Visit <https://tnsi.com/solutions/connectivity/sd-wan/>

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\*Stats are based on TNS estimations based on previous rollouts with peer retailers

