

CASE STUDY

Improving Network Operations for Barbeques Galore

How a long-standing partnership ensures a barbecue retailer has the technology they need to keep the fires burning no matter what challenges come their way



Having TPx's services across locations has been a game-changer. Whenever we have a question, we call TPx. If anything might impact operations, they take swift action, sending someone out to fix it or escalating to a local provider. And dedicated project managers contact us for updates."

*Thomas Mak, IT Mgr,
Barbeques Galore*



Barbeques Galore launched in 1980 as a humble brick-and-mortar store with a simple love for barbecuing and a desire to share that passion with everyone. The company quickly grew, stretching its footprint across California, Nevada, Arizona, Texas, and eventually nationwide through its e-commerce platform. Today, it is the nation's largest specialty retailer of grills and outdoor living products. Amidst this success, Barbeques Galore continues fulfilling its original promise: providing the best outdoor cooking and living products.

PROFILE

Founded in 1980, Barbeques Galore has 20 office and retail store locations in four states, as well as a strong e-commerce presence nationwide.

CHALLENGE

Barbeques Galore needed a dependable solution across its roughly 20 locations to ensure it had the network and communications to maintain its high level of customer service and grow along with the organization.

SOLUTION

- TPx provides more than a dozen critical elements such as managed networks, internet/phone, colocation and firewall
- Cloud-based UCx SmartVoice drives better customer interactions to boost productivity.
- TPx Managed Firewall blocks unauthorized traffic and maximizes network control

BENEFITS

Barbeques Galore has experienced a noticeable decrease in downtime plus guaranteed network performance thanks to TPx's SD-WAN and networking solutions.

RESULTS

For the better part of a decade, Barbeques Galore and TPx have forged an enduring alliance, consistently delivering remarkable outcomes.

The Challenge

Over his two-decade tenure in the IT industry, Thomas Mak has witnessed significant changes in the technology landscape from increasingly complex systems to a rise in cyber threats. As the IT landscape evolved, keeping the retailer's infrastructure secure and operating smoothly became a pressing concern. As the IT Manager for Barbeques Galore, Mak understands the importance of providing his customers and colleagues with a reliable technology system that functions seamlessly under any circumstance.

Fortunately, in the face of challenges, Mak has the support of a trusted partner — TPx — ready to assist when any problems arise. This partnership provides Barbeques Galore with the peace of mind and assurance necessary to tackle technological challenges with confidence.

Mak emphasized the critical role connectivity plays in the company's operations. "With all our stores and servers connected to a centralized location, having a reliable network is really important. Stores have to be online to process transactions, check inventory, and maintain accurate pricing information," Mak said.

A Comprehensive Solution

Since Barbeques Galore has 20 office and store locations, plus their e-commerce experience, it can't afford for the quality of its services to vary from one location to the next. To achieve this level of consistency, Barbeques Galore relies on TPx for a comprehensive range of services, encompassing more than a dozen critical elements such as managed networks, internet and phone, colocation and firewall services.

With their growing e-commerce operation, having reliable phone support is critical. Barbeques Galore leverages TPx's cloud-based UCx SmartVoice solution, which provides quality voice to support better customer interactions and drive increased productivity. And because the specialty retailer pairs this solution with TPx's leading-edge SD-WAN capability, Barbeques Galore benefits from maximum uptime and guaranteed network performance that creates seamless enterprise connectedness within the cloud.

With TPx's comprehensive suite of services, Barbeques Galore can rest assured that their operations remain consistent and secure, regardless of their location or online presence. To ensure the security of their network, the retailer implemented TPx's Managed Firewall service. "Everything is more internet-based and more vulnerable because it's online. The most important is always going to

be security," said Mak. The Managed Firewall service helps the business block unauthorized traffic and maximize its control over their network, while helping keep costs low.

Searing Solutions and a Sizzling Partnership

Thanks to their partnership with TPx, Barbeques Galore has a dedicated team of IT professionals available to them 24/7 and who can help them with their ongoing IT needs. TPx worked closely with Barbeques Galore to upgrade a firewall at the colocation approaching its end of life. "They gave me some background on the new recommended firewall and how we can also utilize a new service that TPx has to monitor any intrusion or activities and notify us whenever something suspicious occurs." Throughout the upgrade process, TPx's project managers proactively kept them updated and effectively answered their questions.

Barbeques Galore readily embraced TPx's offerings, finding the overall cost of the upgrade comparable to their previous setup. "We get a newer firewall at a comparable price, and now we have the added benefit of TPx's Managed Detection and Response (MDR), which enhances our security posture with proactive threat management," said Mak.

This successful collaboration with TPx continues to empower Barbeques Galore, allowing them to maintain a robust and reliable IT infrastructure, safeguarding their operations and ensuring uninterrupted services to their valued customers. The partnership remains a cornerstone of their commitment to excellence in the ever-evolving world of technology.

About TPx

TPx is a nationwide managed services provider (MSP) delivering cybersecurity, networks, business internet and cloud communications at scale. For more than two decades, TPx has helped customers across every business sector address the growing complexity of their IT environments. With a full suite of managed IT services, TPx is making IT more accessible for businesses coast to coast. For more, visit tpx.com or follow us on [LinkedIn](#), [Twitter](#), and [Facebook](#).



