



Case Study: Atlantic Equipment

A Multi-Location
Construction Equipment Distributor
Gains Greater Visibility & Control
Across Its Network with TPx



Company Overview

Atlantic Equipment is a leading distributor of construction equipment, safety equipment, and supplies for the roofing industry. The company operates ten locations across Massachusetts, Connecticut, New York, New Jersey, Maryland, and Florida, supporting customers through a distributed network of branches and field operations.

As a multi-location organization with teams relying on constant connectivity, Atlantic Equipment requires a networking environment that delivers uptime, visibility, and dependable support across every location.

The Challenge

As Atlantic Equipment grew, the organization needed stronger networking capabilities to support day-to-day operations and maintain connectivity.

The company's existing environment lacked several core networking capabilities, particularly around redundancy and failover. Without reliable backup and centralized visibility into branch performance, troubleshooting issues across its operations created challenges for the internal IT team.

Atlantic Equipment needed a partner that could:

- Improve network reliability across all locations
- Reduce downtime and connectivity disruptions
- Increase visibility into branch performance and circuit health
- Streamline troubleshooting and network management
- Provide proactive support and monitoring without relying on local branch personnel

The TPx Solution

TPx helped Atlantic Equipment strengthen its networking environment with solutions designed to improve connectivity across its growing network.

By centralizing visibility and support, the business gained a clearer view of network performance and a faster way to identify and address connectivity issues. Rather than relying on local resources to troubleshoot problems, Atlantic Equipment's IT team can manage network performance centrally while TPx monitors the environment and coordinates with carriers when issues arise.

One of the most valuable tools for the IT team is the VMware SD-WAN Orchestrator, which provides visibility into branch locations from a single platform. This allows the team to quickly identify issues, verify device status remotely, and determine likely causes before dispatching resources or initiating more extensive troubleshooting.



Business Impact

TPx has helped Atlantic Equipment reduce the time and effort required to troubleshoot connectivity issues across its locations.

With centralized visibility into network performance, the IT team can identify issues more quickly and coordinate resolution without relying on branch employees to diagnose problems on-site. This streamlined approach helps reduce downtime, minimizes disruption to branch operations, and allows internal resources to stay focused on higher-value business priorities.

The organization has also benefited from TPx's responsive support model. Timely communication, regular status updates, and consistent follow-through help ensure issues are addressed efficiently while keeping stakeholders informed throughout the resolution process.

Operational & Strategic Value

For Atlantic Equipment, reliable connectivity is essential to supporting operations across ten locations.

According to the team, selecting the right networking vendor is critical because network uptime and platform reliability are core responsibilities of the organization. TPx's solutions and support continue to align closely with those expectations, helping the IT team maintain visibility into the networking environment while reducing the time spent coordinating issue resolution.

The TPx customer portal provides additional transparency by allowing the team to create tickets, monitor progress, review updates, and track issue resolution in real time. Combined with responsive support and clear communication, these capabilities make it easier to manage network operations across a distributed organization.

As technology needs continue to evolve, Atlantic Equipment values having a partner that can support more than networking alone. The company appreciates knowing it can turn to TPx for guidance and support as future technology needs emerge.

The result is a relationship that supports both day-to-day operations and future technology initiatives, giving Atlantic Equipment confidence as its technology needs evolve.

Customer Perspective

“With TPx, we have centralized visibility into our network and a partner that helps us manage connectivity across all ten locations. It's reduced downtime, simplified troubleshooting, and given our team greater confidence in our environment.”

Eric Rapchuck
IT Director, Atlantic Equipment

About TPx

TPx is your sidekick for smart IT – helping organizations connect, secure, and grow with confidence. Leveraging decades of experience, TPx delivers managed services for cybersecurity, networks, and cloud communications that reduce risk and maximize the value of IT investments.

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