

# Western Tool & Supply leverages Comcast Business solutions to reinforce its mission of customer service.

Security solutions and business Internet across 11 sites and a data center allow Western Tool & Supply to deliver leading customer service and communicate effectively and efficiently within company operations.

## Situation

- Western Tool & Supply, a regional distributor and operator of the Future Tool System inventory management solution, established its headquarters in Tracy, California, and has various facilities throughout Arizona, California, Colorado, Nevada, Oregon and Washington state.

## Challenge

- With 11 sites across the Western region of the country, plus a data center, Western Tool & Supply relies on its internet and phone lines to communicate between each site with fast speed and reliability.
- The company was previously working with four different providers across their locations, so when a site was down, determining where the interruption was and resolving it could be challenging.
- Network management and security are also top of mind for Western Tool & Supply to help protect the network and its data.

## Solution

- SD-WAN on the ActiveCore<sup>SM</sup> SDN Platform
- Unified Secure Access
- Ethernet Dedicated Internet

## Results

- A powerful internet connection helps Western Tool & Supply stay connected with customers and employees.
- Primary and backup connections allow site-to-site redundancy between Western Tool & Supply's 11 locations and data center facility.
- Real time insights and powerful network control through the ActiveCore platform's one-of-a-kind digital experience to help protect the network and its data. With SD-WAN and advanced security integrated into one platform for network protection, Western Tool & Supply is able to co-manage portions of the services with Comcast Business.

## Situation

Since opening its doors in 1947, Western Tool & Supply, a regional distributor, and operator of metalworking tools provides the highest quality and best values to approximately 6,300 customers throughout California, Nevada, Colorado, Arizona and the Pacific Northwest. Headquartered in Tracy, California, Western Tool & Supply works in tandem across its 11 sites and one data center facility to communicate with its customers and fulfill their orders.

## Challenge

Western Tool & Supply relies on its internet and phone lines to communicate between each site with fast speed and reliability. The company was previously working with four different providers across their locations, so when a site was down, determining where the interruption was and resolving could be challenging.

Additionally, when it comes to securing the network and data, security and network management tools are top of mind for Western Tool & Supply. The company relies on a security solution to help prevent hackers from creating downtime across the organizations' sites.

## Solution

Western Tool & Supply now leverages Comcast Business' [SD-WAN with Unified Secure Access](#), a new UTM solution powered by Palo Alto Networks that helps provide edge protection to help block potential cyber intrusions and monitor potential threats. The advanced security capabilities provide an added layer of security against a constantly evolving threat landscape, helping to protect the network and data and providing notifications of potential threats in real-time.

"Our customers know that we provide products and services that they can depend on, but we also make sure our outside partnerships help our business succeed too. Comcast Business fit the bill and provides a powerful internet connection so we can stay connected across our sites" said Alex Millen, IT Director of Western Tool & Supply. "As a result, we are truly set up for success now and in the future. With Comcast Business' added security against cyberattacks, we know that we can help keep our operations and data safe. We also have the added benefit of being able to co-manage portions of the services with Comcast Business."

The company selected Comcast Business to deploy its Ethernet Dedicated Internet connections for its offices to stay connected with customers and employees.

## Results

With secure network solutions, combining connectivity with an Ethernet Dedicated Internet connection, SD-WAN on the ActiveCore<sup>SM</sup> SDN Platform and Unified Secure Access, plus business phone services from Comcast Business, Western Tool & Supply can deliver leading customer service and communicate effectively and efficiently within company operations.

“Comcast Business provides us with the peace of mind we’ve been looking for. This has been the key to helping us stay connected and informed with an internet connection that is reliably fast.”

**“With Comcast Business’ added security against cyberattacks, we know that we can help keep our operations and data safe. We also have the added benefit of being able to co-manage portions of the services with Comcast Business.”**

Alex Millen  
IT Director  
Western Tool & Supply

