



# Retail giant NCCC Group simplifies networks to keep stores always connected

Starting out with supermarkets and malls, and now diversified into leasing, food manufacturing, cinemas, farming and hospitality management, New City Commercial Corporation (NCCC) Group has close to 60 branches mainly in Mindanao. The retail giant needed to overcome the erratic network connectivity that regularly disrupts employees from accessing the ERP system in the headquarters. Impressed that the VMware deployment took only 10 minutes during the proof of concept, NCCC Group now relies on the solution for improved uptime without additional investment in infrastructure or telecommunications services.

## Business needs

- Difficult for branches to access centralized ERP system due to unreliable telecommunications services
- Connectivity was down for almost an hour every day for most of the branches
- Had to manage the VPN network of each telco separately as they do not interconnect
- Little visibility of different networks so troubleshooting was delayed and reactive



## Impact

- Operating expenses remained the same while uptime has gone up
- Uptime increased from 94.5% to 98.36% with existing telecommunications services
- Comprehensive network visibility of every branch location in real time
- Customers can easily use their loyalty points due to reliable connectivity

## NCCC

### INDUSTRY

Retail

### HEADQUARTERS

Davao City, Philippines

“You really have visibility of the network and uptime. If you have problems with a branch, you can drill down and troubleshoot which user is eating up the bandwidth. This has enabled us to go from being reactive to proactive in troubleshooting issues.”

IRVIN RHEY MICLAT,  
MANAGER OF INFORMATION  
SYSTEMS DIVISION, NCCC GROUP

### STRATEGIC IT PRIORITIES



Transform Networking  
& Security

### VMWARE FOOTPRINT

VMware SD-WAN™ by VeloCloud®



NCCC Group is relying on **#VMware** technology to keep its retail stores always connected to headquarters for a better customer experience.