

Customer
ZB Financial Holdings

Industry
Financial institution

Size
1,000+ employees

Country
Zimbabwe

Products and Services
1GB managed network links, redundancy links, direct internet access (DIA) links, professional managed services

“ Exceptional link speeds have contributed to superb customer service while uptime has improved considerably across their point-of-sale devices and transactions. The solution has addressed revenue losses, improved service ratings and transformed customer and stakeholder satisfaction.”



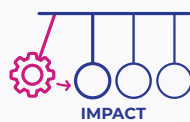
Situation

ZB Financial Holdings was undertaking a significant transformation journey and wanted to invest in infrastructure that would deliver high availability while reducing cost inefficiencies and frequent downtime. The company’s digital platforms and applications were affected by ongoing service outages, which, in turn, impacted client satisfaction and the bottom line. In addition, the company had to implement an architecture capable of meeting regulatory requirements and service availability mandates.



Solution

Liquid implemented a 1GB managed network link across five ZB Holdings sites along with redundancy links for key sites, the provision of DIA links and ongoing professional services. Throughout the project, the Liquid team temporarily upgraded the company so it could operate smoothly while the new links were implemented and tested.



Impact

ZB Holdings has found that the links are delivering impressive uptime at solid speeds, which has contributed to improved customer service across all branches. The uptime has also contributed to the availability and functionality of point-of-sale devices across supermarkets and authorised vendors. Liquid is now collaborating with the company to help manage additional DX requirements while the company enjoys high availability, better service ratings and increased customer satisfaction.