

## CUSTOMER CASE STUDY

# Alo Yoga

Alo Yoga is a high-growth global apparel retailer that operates nearly 100 retail locations, warehouses, and other facilities across the US, Canada, and UK.

**20%+**

Network Cost Savings

**60%+**

Time Savings

**Enhanced**

Workflow Scalability

## CHALLENGES



### Network Inventory Issues

As circuit orders surged due to aggressive store opening plans, network details were lost in the shuffle, resulting in disorganized network management.



### Billing Confusion

Managing numerous ISP bills from an expanding array of vendors led to outages when bills were overlooked.



### Install Management Issues

The continuous stream of circuit implementations managed by Alo's IT team became a significant time sink, increasing the risk of missed deadlines.



### Lack of IT Headcount

Inability to expand headcount coupled with processes ill-suited for scalability exacerbated the challenge.

## RESULTS



### Superior Inventory Management

Centralizing all circuit details onto Lightyear's Network Inventory Manager empowers Alo to effectively oversee ongoing orders and manage network inventory, service issues, tickets, and renewals seamlessly.



### Effortless Bill Consolidation

With ISP bills consolidated into one single invoice, Alo can confidently ensure timely payments, mitigating the risk of outages due to non-payment. Any billing discrepancies are promptly identified, tracked, and addressed.



### Scalable Processes & Time Savings

With Lightyear, Alo successfully executed against an aggressive store opening plan in 2023 and established systems for long-term scalability, saving the IT team time & money.



**“Quoting and implementation management had always been frustrations for us. Lightyear has taken this completely off our team’s hands - delivering us good pricing and working to ensure we hit store opening deadlines.”**

– Nick Jaquay, Director of IT Operations – Alo Yoga