

Powering the Next Generation of Connected Operations

How FSlooffice built a scalable networking and security foundation designed for today's business and tomorrow's AI-driven opportunities.

FSlooffice

www.fsioffice.com

- Family-owned distribution and service organization supporting businesses, schools, healthcare providers, and government agencies
- Operates a connected network of warehouses, branch offices, drivers, and field teams across a multi-state footprint
- Relies on continuous connectivity to support order fulfillment, proof of delivery, customer service, and day-to-day operations
- Focused on delivering reliable service experiences while building for future growth and innovation



On-Demand

Bandwidth scales when and where it's needed

Layered Security

Additional protection against malicious activity

Zero Downtime

Migration completed without impacting operations

Challenges

- Supporting a distributed operation where drivers, warehouses, and branch teams depend on real-time connectivity
- Limited flexibility to adjust bandwidth as business needs evolve
- Need for greater visibility into malicious activity before it reaches internal systems

Solutions

- **Lumen® NaaS (Network-as-a-Service)** – programmable, on-demand connectivity with the ability to scale bandwidth as business requirements change
- **Lumen DefenderSM** – proactive network-level threat protection that helps identify and block suspicious traffic before it reaches internal systems
- **Lumen® DDoS Mitigation** – designed to help organizations mitigate the impact of network-based attacks

Results

- Standardized networking and security across 10 Lumen-connected locations
- On-demand bandwidth flexibility aligned to operational needs
- Greater visibility into suspicious traffic and emerging threats
- Reduced costs through more efficient bandwidth utilization
- Zero business disruption during implementation

LUMEN®

Challenge

Every delivery depends on connectivity

For FSloffice, a successful day begins long before a truck leaves the warehouse.

Across warehouses, branch offices, and delivery routes, employees rely on technology to keep products moving and customers informed. Drivers use handheld devices to capture signatures and proof of delivery. Customer service teams depend on real-time information to answer questions and resolve issues. Operations managers coordinate activity across multiple locations to keep orders on track.

"Technology plays a big role in keeping everybody connected," said Steve Randel, IT Director at FSloffice.

As the company continued to grow, FSloffice saw an opportunity to modernize the network supporting those operations. The business needed greater flexibility to adapt bandwidth as demand changed, stronger visibility into emerging threats, and a scalable foundation capable of supporting future innovation. The challenge was clear: modernize the technology supporting 10 locations without disrupting the business that depended on it.

Solution

Building a network that moves with the business

By implementing Lumen® Network-as-a-Service (NaaS), FSloffice adopted a connectivity model designed to support changing business requirements. Combined with Lumen DefenderSM and Lumen® DDoS Mitigation, the company implemented additional capabilities designed to support visibility, resilience, and operational continuity.

"The ability to move bandwidth up and down when you need it on demand was a big advantage," said Steve Randel, IT Director at FSloffice.

Together, these solutions support a more adaptable operating model for a business that depends on keeping employees, systems, and customers connected. NaaS delivers the flexibility to align network capacity with real-world demand, while Lumen Defender and Lumen DDoS Mitigation help protect critical business operations through threat detection, traffic filtering, and availability safeguards.

Equally important was the partnership behind the technology. Through close collaboration, ongoing communication, and careful planning, FSloffice and Lumen established a networking and security foundation designed to support both current operations and future innovation.

Solution Set

- [Lumen® Network-as-a-Service \(NaaS\)](#)
- [Lumen DefenderSM](#)
- [Lumen DDoS Mitigation](#)

"We were able to make these changes with no downtime to our connections and no impact to the business."

– **Steve Randel**
IT Director, FSloffice

Results and Future Plans

Built for today. Ready for what's next.

With Lumen, FSloffice now operates on a networking and security foundation designed to support evolving business requirements across 10 locations, making it easier to keep employees, systems, and customers connected as the business evolves. The organization can scale bandwidth as needed, gain additional insight into network activity, and maintain the reliable connectivity that powers daily operations. The transformation was also notable for what didn't happen. Despite spanning 10 locations, the migration was completed without disrupting the business.

Looking ahead, FSloffice is exploring how AI can help transform operational data into real-time business intelligence. From understanding customer behavior as it happens to connecting data across systems and locations, the company sees opportunities to move beyond historical reporting and toward faster, more informed decision-making. With scalable networking and layered security already in place, FSloffice has a foundation designed not only to support today's operations, but to power a more intelligent and connected future.