

Consistent Speed, Measurable Results: How a National Collision Repair Leader Transformed IT Operations



Fast Growth Meets Network Fatigue

Over the past decade, one of the largest U.S.-based collision repair providers expanded rapidly, from a single repair shop to more than 650 locations across 38 states. Growth came fast, primarily through acquisition. With each new facility added, so too came a new set of systems, network providers, and service contracts.

On the surface, the expansion was a success story. But operationally, every acquired site brought with it its own internet connectivity setup, which was often outdated, underperforming, or inconsistent with corporate standards. Some locations had multiple circuits from previous vendors, many still active and billed, but unused.

Others struggled with low-speed broadband, making day-to-day workflows challenging.

The organization's IT team, lean by design, was under increasing pressure. Without consistency across the network, troubleshooting was reactive and inefficient. Internal analysis revealed a clear pattern: sites with more reliable, higher-speed connectivity consistently outperformed those with limited bandwidth. This insight confirmed what the business had long suspected: that connectivity directly impacted operational output and store profitability. Leadership used this finding to guide the network redesign, ensuring that every location received the bandwidth required to support peak performance.



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A Business-Critical Infrastructure Problem

With clear evidence linking network performance to productivity, leadership recognized that inconsistent infrastructure was no longer only a technical issue, but also a barrier to growth. The inherited mix of systems and vendors had become a structural challenge, slowing site integration and straining IT resources.

The path forward was clear: deliver reliable, high-speed connectivity across all locations, simplify management, and build a foundation for continued expansion. Doing so required more than a new provider. It called for a strategic partner with the scale, flexibility, and expertise to turn connectivity into a business enabler.

As the IT organization dug deeper, several persistent challenges came into focus:

- **Lack of Network Visibility:** With minimal in-house IT staff managing over 600 sites, troubleshooting was slow and unreliable.
- **Operational Inefficiency:** Network outages impacted access to critical repair documentation and slowed customer service.
- **No Pricing Consistency:** Each location had unique costs and contracts, making forecasting and budgeting nearly impossible.
- **Vendor Management Chaos:** With more than 30 vendors, managing support and billing became unscalable.
- **Limited Redundancy:** Despite paying for multiple connections, many sites lacked true network diversity due to shared last-mile infrastructure.

The organization needed a partner to address its network's scale and complexity, consolidate vendor management, deliver reliable performance, and ensure consistency across hundreds of geographically dispersed sites. Just as important, the solution had to be flexible enough to support future acquisitions and dynamic enough to accommodate sites with varying infrastructure constraints.

The Globalgig Solution: Network Consistency at Scale

To solve the issue, the organization partnered with Globalgig to design and deploy a unified network solution that would bring performance, visibility, and control to the entire footprint.

To prove the model's strength from the outset, deployment began with the toughest sites—locations known for complex install histories and limited provider access. These locations had historically faced long lead times, limited provider options, or unreliable service. Globalgig's ability to deliver quickly, reliably, and with pricing clarity where others had struggled validated the architectural approach and confirmed the value of an enterprise-wide, flat-rate pricing model. That early success cleared the path for broader deployment across the nationwide network.

Key Solution Elements

- **Predictable, Enterprise-Wide Pricing**
Globalgig established predictable, enterprise-wide pricing for broadband and DIA services, providing the organization with the financial clarity and speed needed to scale operations without renegotiating contracts site by site.
- **Vendor-Agnostic Architecture and Last-Mile Diversity**
Globalgig's enterprise-wide pricing model enabled better financial planning, simplified procurement, and accelerated the onboarding process for new facilities.
- **Dual Active Connections for Resilience**
Each location leveraged active-active design, a dedicated internet line, and a broadband connection—ensuring uptime and performance. Given that stores begin experiencing significant issues after only 90 minutes of downtime, this redundancy was essential for uninterrupted operations.
- **Wireless Diversity for Rapid Deployment**
Wireless served as a strategic deployment tool, not just a backup. 4G/5G, fixed wireless, and LEO satellite were used alongside DIA and broadband to support rapid site rollouts and maintain connectivity when wired options were delayed or unavailable.

Learn more >

See how Globalgig delivers consistent, high-performance connectivity for multi-location enterprises, with centralized control, simplified vendor management, and rapid deployment options.

From Solution to Measurable Impact

As the standardized network took hold across the national footprint, the business quickly moved from solving a connectivity challenge to unlocking measurable improvements in productivity, integration speed, and IT efficiency.

- **Improved Site-Level Performance:** Ensuring that each location received the right-sized bandwidth was a core design principle. Locations with **dedicated high-speed connectivity, matched to operational demands, saw up to a 40% productivity increase.** With technicians able to access repair documentation and video workflows without delay, jobs were completed faster and with greater consistency.
- **Accelerated M&A Integration and Financial Clarity:** Standardized connectivity templates and enterprise-wide pricing simplified site onboarding, reduced procurement friction, and enabled faster, more confident decision-making during acquisitions.
- **Centralized Management at Scale:** Consolidating vendors and gaining visibility through a single point of control has enabled the IT team to support over 600 sites efficiently, scaling operations without increasing headcount or administrative burden.

Laying the Foundation for Scalable Growth

What began as a tactical initiative to stabilize site connectivity has delivered measurable operational improvements, including streamlined network management, accelerated location onboarding, and improved productivity where it counts most: at the point of service.

By addressing fragmented infrastructure and aligning connectivity with real business needs, the organization is now operating on a stronger, more scalable foundation—positioned to move faster, support growth, and make more informed decisions about what comes next.

About the Organization



This U.S.-based company operates one of the largest collision repair networks in the country, with more than 650 locations across 38 states. Built through a strategic series of acquisitions, it has grown from a regional operation into a national brand recognized for quality service and operational scale.

With technicians and service advisors relying on cloud-based tools to access vehicle data, repair procedures, and customer records in real time, seamless and dependable connectivity is essential. Downtime directly impacts productivity, customer experience, and the ability to maintain performance standards across its distributed footprint.