



Solution: NetCloud Service for Branch ■ **Industry:** Retail ■ **Use Case:** Failover

T-Mobile Retail Stores Prevent Downtime with Cellular-Based Automatic Failover

Cradlepoint's cloud-managed cellular WAN adapters keep POS connected

Background and challenges

Network downtime is bad for any business, but especially for a retailer like T-Mobile. With 5,000+ retail stores that depend on connected devices and business-critical applications — including Point-of-Sale (POS) systems and digital signs — 100% uptime is essential for daily operations. The need for WAN link diversity was apparent, but running additional wires to thousands of stores wouldn't be cost-effective or logistically prudent. The IT team needed a failover solution that would be easy to stand up and manage from anywhere.

Solution

To enable reliable, centrally managed connectivity and seamless failover for in-store technologies, T-Mobile tapped into their own highly available cellular network and deployed Cradlepoint's NetCloud Service for Branch, delivered through wireless broadband edge adapters that easily integrate into existing network architecture by backing up wired connections and primary routers.

Benefits

Network disruptions no longer derail operations at T-Mobile's flagship stores. When a wired primary link goes down, the network now automatically switches to a cellular link — keeping important applications and IoT devices online. While the IT team receives instant notification of the loss and begins to investigate, business continues without interruption.

Through Cradlepoint NetCloud's centralized network management dashboards and features, the IT team can easily configure failover adapters at all locations from anywhere. They also troubleshoot network failures and hardware issues without stepping on-site.

Learn more at [cradlepoint.com/retail](https://www.cradlepoint.com/retail)



When we deployed Cradlepoint solutions in our retail stores, the results were immediate. We experienced increased availability as we saw our network take over when the primary transport link went down.”

T-Mobile Operations
Department