Molton Brown

An automated cloud-based infrastructure has enabled Molton Brown to take care of the ever-evolving needs of its customers and continue delivering the high levels of service for which this luxury beauty, bath and fragrance brand is renowned.

Number of users: 500+

The project

Molton Brown is a British maker of fragrances, established in 1971 and a brand which is passionate about quality. It "places uncompromising care at the heart of everything they do".

However, their legacy MPLS provision was proving slow and restrictive, which was in turn impacting their ability to continue delivering the level of service which customers expect.

The global, omnichannel retailer turned to Focus Group to deliver an automated cloud-based SD-WAN infrastructure to power its ongoing success, growth and service.

The solution

Services included:
• Cisco Meraki solution

Molton Brown needed a scalable, automated SD-WAN, LAN, and Wi-Fi infrastructure to replace its outdated MPLS system. And so, Focus Group designed a bespoke Cisco Meraki solution to enhance service delivery across stores, offices, and warehouses.

Our solution included secure in-store connectivity and reliable business broadband, alongside a simple dashboard for real-time monitoring and seamless configuration changes.

We provided a fully managed service, coordinating with partners, including the MPLS provider and Retail Commerce Systems. The solution also improved Molton Brown's AWS cloud environment for better POS monitoring and refreshed store equipment for optimal range and accessibility.

The result

ThThe refined design now supports Molton Brown's infrastructure and delivers critical line of business and secure Point of Sale (POS) connectivity, without the risk of downtime.

Focus Group's Wi-Fi solution enabled Molton Brown to deliver their in-store "Fragrance Finder" experience, attracting more customers to their stores, bolstering the brand's customer loyalty and delivering vital consumer insights.

Focus Group's DevOps and code-driven delivery meant the full solution was installed at stores at the same time, reducing the number of site visits and overall project delivery schedule.