



Case Study

Ten Thousand Villages

Technology Roadmap • Network Modernization • Azure Cloud Migration

Ten Thousand Villages set out to modernize its technology foundation so it could better support new sales channels while growing its wholesale business to keep pace with a fast-changing retail landscape. The team needed an infrastructure that was more agile, secure, and modernized that would boost performance, simplify operations, and cut down on reactive troubleshooting. With a more reliable network and SDWAN in place, staff could spend less time managing daily technical issues and more time advancing mission-focused initiatives that strengthen their fair-trade impact.

Their Challenge

- **Aging infrastructure** that needed to be modernized to keep pace with organizational growth.
- **Budget constraints** that required a phased, cost-effective approach to upgrades.
- **Transition of key staff members**, which increased the need for clearer processes and operational stability.
- **A distributed workforce and vendor partnerships** required stronger standardization and visibility.

Our Strategy

- **Comprehensive Technology Roadmap:** Full technology assessment including stakeholder interviews, infrastructure analysis, Cloud readiness assessment, and review of security, identity, and operational processes.
- **Network & SDWAN Modernization:** Implemented a modern, resilient SDWAN architecture to improve connectivity; consolidated monitoring and visibility tools for proactive issue detection.
- **Azure Cloud Migration:** Transitioned the on-prem data center to Azure; improved redundancy and eliminated reliance on a single physical site.
- **Security, Identity, & Standardization Enhancements:** Implemented modern identity controls (SSO, MFA).

The Results



**Confident
Executable Roadmap**



**Future-Ready
Infrastructure**



**Secure, Resilient
Operations**

Ten Thousand Villages now benefits from a **modern, Cloud-enabled technology foundation** that **strengthens reliability across all retail locations** and **reduces the burden on internal IT**.

With **improved network performance**, a **right-sized Azure environment**, and **consistent security and identity controls**, the organization operates with greater stability and scalability. The new architecture positions the team to **support mission-focused initiatives**, **adopt emerging retail technologies**, and **plan future growth with confidence**.



When you think about what the word “partnership” means, there is a sense of a “relationship”. And any successful relationship starts with trust and then requires ongoing collaboration and communication to keep the relationship healthy. Our work with the Veritium team has been an outstanding relationship. These people care about our business, care about our mission, and treat our issues as if they are their own issues. They bring outstanding and knowledgeable people to our projects, and these people commit themselves to getting the work done in a quality fashion. No one can ask for more than that. It is an absolute pleasure working with them and they truly are partners.

– Scott Carney, VP of Operations

