RESTAURANT CHAIN MAXIMIZES UPTIME, MINIMIZE STAFF IMPACT

CASE STUDY: REMOTE REBOOT SERVICE

Employees at restaurant chains are known for many things: delivering a great customer experience, serving tasty food and providing an inviting place for people to gather. Managing the corporate technology environment doesn't tend to make that list despite the fact that every restaurant relies on technology for critical functions like processing payments, ordering food, and, increasingly, receiving online orders. This customer was no different.

Critical Applications Drive Business but Create Complexity

Like many modern restaurants, broadband cable and cellular wireless connections were the methods this customer used to connect to the Internet. They also employed SD-WAN as a way to securely connect sites to each other, to the cloud, and to data centers.

The network saw heavy traffic from business critical points of sale, digital kiosks for ordering, and inventory management applications. Guest internet and PCI compliance requirements added complexity to their security needs, resulting in a lot of moving parts for a small IT department responsible for hundreds of locations.

More than Failover Connections Needed

With broadband and cellular connections in place, this restaurant was equipped to handle an outage on a primary connection, but the cellular backup connectivity incurred costly overage costs if an outage persisted.

Even with backups in place, the customer was still mostly powerless to react to outages since the IT team was centralized near company headquarters. If a device reboot was required – a very common and effective first step in troubleshooting – pulling local waiters and fry cooks to deal with the issue was disruptive to their core business.

A Simple and Effective Solution to Maintain Uptime

To alleviate this issue, Nitel recommended a Remote Reboot solution. Through easy-to-deploy units at each location, the customer could reboot routers and other devices from the convenience of the MyNitel portal.

In addition, the service would auto-reboot devices if connectivity was disrupted, often fixing an issue before the customer was even aware of it. And if the issue required more than a reboot, the Nitel NOC would have already been notified to begin advanced troubleshooting.

As a result, the customer could take a much more hands-off approach to network outages, reducing staff disruptions and allowing them to focus on serving customers.

PROBLEMS

- Centralized IT staff to manage hundreds of locations
- Non-IT staff often taken away from customers to deal with network issues

ACTIONS TAKEN

- Implement Remote Reboot service for network devices at all restaurant locations

OUTCOMES

- Automatic reboot often remedied outages before customer was aware of a problem
- Customer avoided costly overage charges on wireless internet service
- IT team could more effectively manage network without invovement of restaurant staff