North American Fast Food Chain

Customer Challenge

Our customer is a fast food chain with locations spread out across the United States and Canada. They were recently divested from their parent company, which prompted them to address their IT infrastructure. Because of the change in operations, they were posed with a 90-day deadline to build a new computing and server infrastructure, as well as migrate out of their old system.

With over 1100 locations connecting back to their data center — not to mention over 160 servers and 32TB of storage — their deadline was very aggressive. Adding to the complexity of the project, they would incur a severe financial penalty if they did not complete the migration within the time frame. The stakes were high, but we never back down from challenging projects.

Our Solution

Our Services Team quickly got to work devising a solution. Based on previous conversations with the customer, we knew that they needed a high-performance storage area network (SAN) system, but they did not have time to evaluate, purchase, and implement it.

Along with lacking a backup system and corresponding software, our customer did not have a monitoring solution in place either. What's more, they did not have the necessary IT resources needed to maintain it. In short, there were many challenges in meeting the 90-day deadline.

After discussing and defining the performance and capacity requirements with the customer, we proposed to transition their current infrastructure to a cloud-based solution. This would allow them to consolidate their servers as well as share SAN storage across each restaurant location. By implementing managed backup and network infrastructure, their systems would be monitored $24 \times 7 \times 365$ and issues would be proactively identified and resolved, mitigating any negative impacts on their critical business operations.

Knowing that our SSAE 16 enterprise-class facilities are built on industry standard ITIL processes, were adaptable to their changing business requirements, and that these services were immediately available, the customer accepted the proposal and was able to begin migrating within the first few weeks of signing a contract.

Business Results

The primary goal of our customer was to maintain their team's focus on improving their ability to make great food rather than be bogged down with redesigning their IT infrastructure. With the Services Team now hosting, managing, and monitoring their core systems, their staff can now concentrate solely on those aspects of the business.

Growth is also at the heart of our customer's business plan, and the cloud solution allows them the flexibility to quickly scale their operation as they expand into new locations.

Overall, the customer was pleased with their new infrastructure. Moreover, they were grateful that our Services Team was able to beat the 90-day deadline by a few weeks, saving them from paying penalties.

Services Provided

◗ Hosted Data Center
◗ Shared SAN Storage
◗ Managed Backup Services
◗ Managed Network Infrastructure

Hosted Data Center Services

Facing a tight deadline with steep financial penalties, a large fast food chain asked our Services Team to help them develop a hosted data center with managed services. With just 90 days to plan and deploy a comprehensive IT infrastructure, we pulled out all the stops and implemented a powerful solution.

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