How a Growing Restaurant Chain Consolidated Network Infrastructure While Reducing Cost

Challenges

The customer is a nationwide, hospitality chain specializing in the restaurant industry. Prior to transitioning to Granite, this company faced significant challenges with their telecommunications setup that led them to seek an alternative telecommunications solution:

- **Disparate networks and multiple providers:** The client's network infrastructure involved various providers, and a small managed service provider (MSP) handled their network. This led to inconsistent service and complicated management.

- **Slow deployment:** They struggled with installing circuits before their restaurant go-live dates.

- **Lack of redundancy:** Without redundant connections, any downtime caused critical issues, including an inability to process credit card transactions.

- **Insufficient account support:** Frequent MSP turnover led to poor project management and frustration due to lack of knowledge transfer. There was no consistency in support or communication.

- **Predictability in budgeting**: The client needed a partner who could help them manage their growth predictably and offer a flat-rate pricing structure to control costs for the many new locations planned.

Solutions

In response to these challenges, the customer sought a telecommunications solution that would streamline their communications across all regions, reduce costs, and provide centralized management.

- **Consolidation of networks under one provider:** Granite provided a consolidated ISP service, handling multiple line carriers but managing everything under the Granite umbrella. This centralized their network management, making deployments faster and more efficient.

- **Standardized network infrastructure:** They implemented the ARM Meraki stack, creating a "cookie cutter" setup across all locations, ensuring consistency. End-of-life gear was replaced, streamlining operations.

- **Redundant connections**: Wireless backup was added to all locations, ensuring functionality during circuit outages.

- **Flat-rate pricing and scalability**: Granite provided predictable costs and

Customer Profile

Industry
Hospitality

About
- Full-service restaurant
- Nationwide

incentives for adding more locations as the client scaled, ensuring budget stability.

- **Managed warehousing and installation services:** Granite managed warehousing for all of the client's equipment, pre-kitting, and preprogramming prior to deploying. This included managing low-voltage cabling and overseeing all installations onsite.

Results

The adoption of Granite's telecommunications services has led to transformative results for the customer:

- **Improved efficiency:** The client's network now had redundancy and standardized infrastructure across all locations, leading to less downtime and faster new-site deployments.
- **Reduced ticket count:** By implementing edgeboot across dozens of sites, they introduced automated troubleshooting, which was expected to reduce ticket volumes by half, allowing Granite and client to focus on more strategic tasks.
- **Integrated management**: With the Granite 360 Portal, the client could manage all their services and locations more easily, streamlining operations.
- **Future enhancements:** As the relationship evolved, Granite and the client look to further improve by piloting advanced solutions like edgeboot and integrating API functionality with the client's helpdesk system.