



# How a leading restaurant chain upgraded network infrastructure while reducing cost

## Challenges

- POS, inventory, card balances and other business systems required reliable internet connectivity at all locations
- Nationwide footprint created a patchwork solution with different access types and configuration at each location and multiple providers, resulting in complex trouble resolution and many separate bills
- VPN solution between locations and the data center was inflexible, time-intensive to configure, and circuit failover and restoration were neither robust nor fully automated
- Configuration relied on a patchwork of DIA, broadband and MPLS which was costly and did not deliver the reliability necessary to support business applications
- Data center (DC) and disaster recovery (DR) sites relied on a costly MPLS circuit which created a single point of failure
- VPN configurations, multiple vendors, complex monitoring and ISP-specific trouble ticketing stretched IT team resources, while not delivering adequate service levels
- Network upgrade required a nationwide field service organization as locations did not have onsite technical staff
- With locations that are open 7 days a week, and do a lot of business on nights and weekends, communications networking updates required off-hours installation with minimal disruptions

## Solutions

- Granite recommended a Meraki **SD-WAN** solution, standardizing on the MX68 for store locations with Cradlepoint 4G/5G fixed wireless devices for seamless failover
- Redundant MS220-8 switches with MX450 Cloud Managed Security appliances were used for DC/DR sites
- Proof of concept in **Granite SD-WAN lab** validated the proposed solution and demonstrated reliability, performance and ease of management prior to rollout

## Customer Profile

### Industry

Hospitality

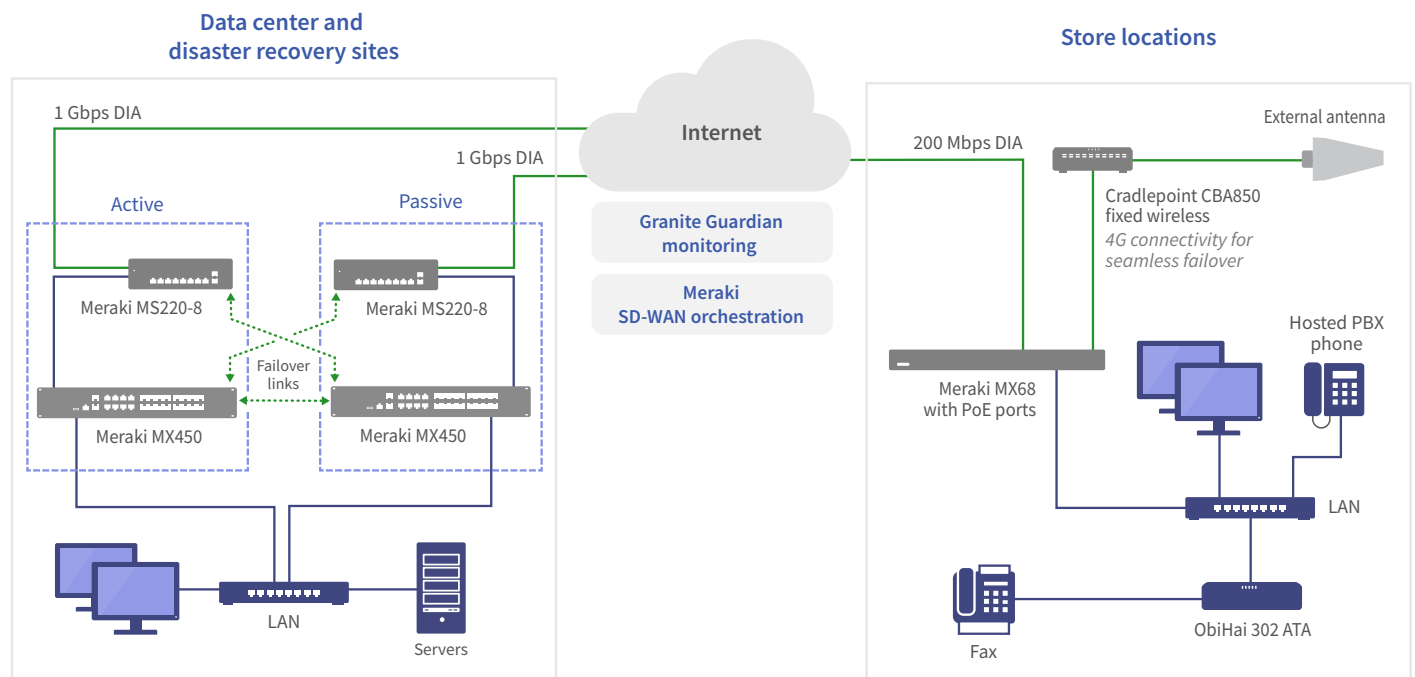
### About

- Full-service restaurant
- 150 locations in the US, including Alaska, Hawaii and Puerto Rico



## Solutions *(continued)*

- DC and DR sites' connectivity to the internet is via redundant 1 Gbps DIA circuits; dual connections to Meraki routers eliminate single point of failure
- Primary internet connectivity for store locations is via cable, DIA or DSL circuits, depending on local availability
- **Granite Guardian** provides 24/7 monitoring and manages all access circuits across multiple providers, including configuration updates, and simplifies further with a single point of contact and single bill across all sites
- 4G LTE fixed wireless Cradlepoint devices at store locations use Granite-managed SIMs providing wireless failover if the primary circuit fails or degrades; automatic notification and ticketing ensures rapid repairs and restoration of primary circuit
- **Granite Managed Field Services** handled sourcing, site installations and testing, delivering on time and on budget with the nationwide rollout across all 150 locations



## Results

- **Granite Managed Field Services** deployed the solution to all locations in under 6 months without any business interruption
- Managed SD-WAN solution increased reliability across store locations and data center; overall network availability exceeds 99.99% uptime
- SD-WAN circuit management enables automatic wireless failover and primary circuit restoration
- Traffic management policies prioritize critical network traffic like POS while preventing non-business apps from consuming bandwidth
- Meraki advanced security software provides a PCI-compliant solution, protects against malware and delivers an industry-leading intrusion prevention solution (IPS)
- Additional bandwidth at store locations offer the opportunity for new applications, such as video signage and music streaming
- Reduction in monthly network operating expenses
- Remote monitoring, configuration and automatic updates decreased workload for internal IT staff
- **Granite Guardian** monitoring, single bill and single point of contact provides transparency and improves headquarters efficiency and store accounting