



Network overhaul delivers savings and superior customer experience for leading hospitality group

Challenges

- Network connection used aging T1 lines, which provided insufficient bandwidth and reliability at increasingly high prices
- Guest WiFi and business networks operated separately; while this approach enabled security, it did not allow redundancy between the two internet connections
- Frequent acquisitions of new locations had created a complex patchwork of carriers with separate bills, agreements and maintenance processes, requiring more staff time to manage
- Existing POTS lines were increasingly expensive and could not provide the advanced calling features needed to support centralized reservations and integrated management of group sales
- The T1 internet bandwidth limitations prevented conversion of POTS lines to a modern, cloud-based solution which would improve both business efficiency and guest experience

Solutions

- Replaced costly T1 lines with DIA, broadband or 4G, based on availability, restaurant concept and needs of targeted clientele
- Implemented Meraki SD-WAN configuration across corporate, data center and restaurant locations
- Redundant access circuits – either broadband/DIA or broadband/4G – enabled seamless failover and recovery if primary circuit fails
- Meraki SD-WAN provides separation of guest WiFi and business network, enabling security while sharing internet access circuits for cost savings, bandwidth utilization and reliability
- Legacy POTS lines for telephone and fax services were replaced with a VoIP solution, providing sophisticated voice and fax capabilities across all locations
- Granite Managed Field Services handled the rollout end-to-end – sourcing, shipping, configuring and installing devices at all existing locations – and developed a turnkey deployment process for new and acquired locations
- Granite Guardian provides full network management and 24/7 monitoring of all access circuits across multiple providers and devices

Customer Profile

Industry

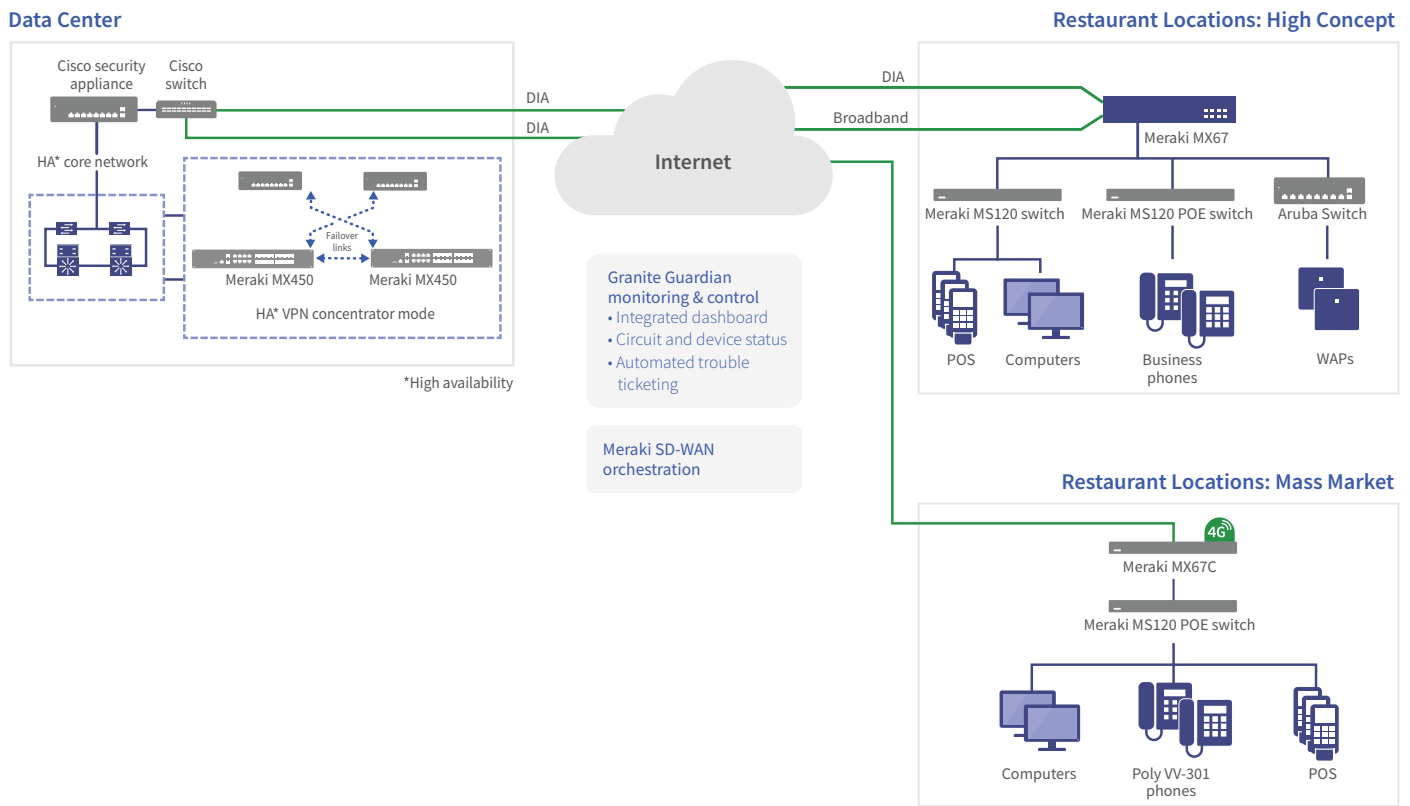
Dining and Hospitality

About

- Multi-brand entertainment enterprise
- 500+ locations and over 30,000 employees across the US, Canada and Puerto Rico
- Ongoing development and acquisition of new concepts across North America



Solutions *(continued)*



Results

- Migration from expensive T1 lines to broadband, DIA and 4G, and the replacement of POTS with a cloud-based voice solution yielded significant cost savings
- Consistent network design and configuration across all units simplifies management, maintenance and upgrades, and positions the customer for innovative features and services
- The SD-WAN solution provides a secure network to protect corporate data and enables PCI compliance
- Granite's Managed SD-WAN increased network reliability and transparency, providing network availability exceeding 99.99% uptime
- Advanced voice capabilities of VoIP improved sales productivity by providing seamless access to group sales specialists and increased yield through cross-location reservations
- Granite's management of the solution deployment – including project management and field installation – delivered new capabilities on time and with minimal business interruptions to hundreds of sites; ongoing support will simplify maintenance and streamline onboarding of new sites
- Our fully managed SD-WAN solution provides 24/7 monitoring of access and devices, proactive ticketing, help desk support, device configuration and updates, and field service dispatch
- Replacement of multiple equipment, access and repair vendors with a consolidated bill and single point of contact for service simplified management of the customer's growing voice and data network