

TailWind Helps 1,000-Location Restaurant Brand Simplify Network Upgrades

The Hospitality Company Saves
Countless Hours on Network
Upgrades and Management

One of the world's largest casual dining companies needed help completing several technology projects at 1,000 sites across the U.S. The company was looking for a partner who could tackle large-scale technology deployments across multiple states – without disrupting critical operations or the guest experience.



“The restaurant industry isn't cookie cutter, but **TailWind has no problem changing processes to meet our needs.** They listen and learn, and are always willing to pivot to meet the challenge.”

- Project Manager



The Challenge

- The restaurant needed to transition its outdated and soon-to-be decommissioned TDM circuits to 10-meg Ethernet circuits at each site.
- All 1,000 locations across the U.S. needed a router refresh and exterior access point to provide to-go services.
- The company needed help upgrading broadband at over 600 locations, including 100 restaurants that still lacked free WiFi for guests.



The Action

- TailWind upgraded each broadband circuit during a 100-site pilot project, and the restaurant was so pleased that the management team didn't renew with their previous provider. TailWind has now upgraded over 600 locations – and is looking to bring the remaining locations over to become a one-stop shop for the restaurant brand's broadband needs across all 1000 locations.
- TailWind migrated each of the company's TDM network circuits to 10-meg Ethernet circuits for better bandwidth, speeds, and connectivity.
- TailWind's project managers work directly with the company's internal teams to dispatch, monitor, and troubleshoot the company's network circuits.
- TailWind also installed a new router at all 1,000 restaurant locations.
- When the company wanted to expand connectivity outside each site, TailWind installed and tracked external access points at each location.
- TailWind did more than ship devices to each site and dispatch technicians; they took it a step further by building a repository of the network wiring to simplify troubleshooting.

The Results



The restaurant company has **saved countless hours on technology upgrades** thanks to TailWind's ability to coordinate and manage every phase of each project.



With TailWind aggregating broadband services across all 1,000 locations, the company has **saved money and eliminated time spent** dealing with hundreds of vendors.



The company now has **a reliable enterprise technology partner** it can trust to handle network issues quickly – and pivot to meet changing needs without hesitation.