



CASE STUDY – MANAGED WAN – MANAGED NETWORK SERVICES – Fast Casual Dining

The client is an American-based, Asian-themed casual dining restaurant chain. The company ("AB") operates over 220 restaurants in the United States.

Their telecommunications solution includes hosted voice, business lines for analog security monitoring, various Internet connection types, and an SD-WAN solution to securely manage data across their network. The client adopted a Cisco Meraki solution through a previous national vendor. AB was very satisfied with the Meraki features and benefits. However, they were having difficulty receiving expected service for monitoring and execution for roll out of new restaurant locations.



EnTelegent's Managed WAN delivered improved MTR and resolution.

AB chose EnTelegent's Managed WAN Network Service (MNS) to replace the existing vendor. The choice was facilitated by the incumbent as it wanted to retain the circuit-based revenue and identified EnTelegent as an ideal managed service provider.

EnTelegent's Managed Network Services (MNS) is a suite of enterprise solutions that monitor the health and performance of their network. MNS includes layers of active and reactive management that include notification, ticket generation, and trouble resolution. EnTelegent's onshore network operations center monitors the client's infrastructure 24 hours a day, seven days a week, and 365 days a year. With over 40,000 points-of-failure under management globally, EnTelegent's NOC has the experience to quickly troubleshoot, isolate, perform fault resolution, report, and track SLAs.

EnTelegent now manages the client's Meraki environment including routers, switches and access points. With the monitoring and management, AB can, through EnTelegent's portal, view the health and status of their network – in real time. EnTelegent can proactively trouble shoot, and if needed, dispatch technicians on site.

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SOLUTIONS

AB benefits from monitoring and management that helps keep the network running. They rely on EnTelegent to source and deploy equipment to their new restaurants.

EnTelegent's Managed WAN Service is delivering significantly improved MTTR and proactive issue identification versus the previous solution resulting in additional sales and reduced burden on client's IT staff.

