



Fusion QSR Ensures Smooth and Reliable Operations

Global QSR chain adopts Fusion QSR to ensure smooth and accurate information flow

The Business Need

When one of the world's largest Quick Service Restaurant, ABC decided to expand into the Indian market, it proved to be an extremely popular decision with the world's second most populous country. Their brand of quick service and extremely tasty meals were an immediate hit with a population that preferred the 'zingy' taste of the dishes offered.



Stores were developed in almost every major metro, but distances from the head office to the stores were quite considerable and proved to be quite a challenge with regard to IT communications even though all the stores were connected to the central IT hub using MPLS circuits. Stores also consisted of staff who were new to the technologies utilised by typical QSRs, presenting the company with education challenges.

The typical store's IT infrastructure consists of a series of point of sale terminals linked to kitchen displays and a local store server. Sales data from the point of sale devices is gathered and stored in the local store server, which also serves as a source of menus and prices that need to be distributed to the point of sale devices.

ABC required a solution that would monitor the devices in each store in real time, and provide the IT support staff with information on the state of the store server, point of sale terminals and the peripherals attached to them such as printer, cash drawer etc. All this information needed to be logged with the solution and provided to the management when required in the form of reports. In addition

Fusion QSR at Work Delivering QSR Efficiency

▶ Customer

ABC LIMITED INDIA

▶ The Challenge

Manage remote network, deploy pricing updates and fetch sales data

▶ The Solution

Fusion QSR Edition provided ABC with all the functionality they required today, and for future management requirements.

▶ The Results

All objectives met and expanding gamut of responsibilities for solution

to this, an alerting system warning support staff of failures and imminent failures was a necessity.

ABC also required the solution to be able to deploy data files consisting of menus and price list data on a regular basis, and pick up the sales data on a daily basis. This was a mandatory requirement together with the ability to report back on deployment and fetch failures should they occur.

Finally, ABC required the entire system to be simple to use and be at a cost that ticked the all-important affordability checkbox.

The Evaluation Process

In order to achieve the primary business objective, the IT Manager at ABC had examined all the alternatives available on the market. After looking at several solutions from different vendors, ABC-IT determined that although some of the products met

case study

the goals he needed, they either cost too much or were very difficult to use requiring specially trained staff or both. This was not acceptable and so the search continued.

They soon came across VERIXO, a sister company to VXL specialising in the thin client and device management space. With VXL and Verixo, they found not only devices perfect for the kitchen display systems but also Fusion QSR, a management product that allowed QSR IT staff to monitor and manage in what seemed the way they needed.

Having gotten in touch with the VXL-VERIXO team, the process of business-needs evaluation began. VXL-VERIXO sent a team to meet ABC staff and proceed to perform a study of the requirements and how the Fusion QSR product would meet these out of the box. They found that there would need to be some customization and this process was started very quickly.

"Fusion QSR's unique application monitoring capability, together with its technology to monitor the server, point of sale terminals and the surrounding environment in real time was very appealing," said ABC's IT Manager.

"Unlike other vendor offerings, the continuous monitoring and simplicity of operation meant that IT staff took to the product immediately. This allowed us to deploy the Fusion QSR system to all our stores and brands around India with total confidence. We can now monitor our store servers, point of sales endpoints and even devices such as attached printers and kiosk systems in our stores. We are extremely excited that we are also able to send the latest signage streams down to our kiosk displays with a couple of clicks of the mouse. No more long distance visits by maintenance delivery partners means a lot for the business in terms of productivity and profitability."

ABC's requirement was that the chosen solution be extremely reliable and resilient in order to ensure that the mission critical systems were kept up and running all of the time. "I am of the opinion that reliability lies in the identification of predictable system and application problems, whilst resilience is the ability to recover from these problems in a clean and controlled manner ensuring that users are not disturbed. VXL's Fusion QSR functionality addressed our needs and was therefore the perfect choice for ABC," commented ABC's IT Manager.

The Solution

ABC selected Fusion QSR in order to manage the store servers and associated infrastructure in the manner of a true enterprise-level but with the ease and simplicity of a SME software product. The web based interface of Fusion QSR makes it easy for us to access the system from wherever the administrator and support teams are. The solution ensured that data to and from the stores was efficiently and reliably handled, and monitoring and reporting functions made it possible for management to keep their eye on the ball.

"Fusion QSR and its reliable, scalable nature has meant that we have been able to concentrate on other critical planning and management of our QSR infrastructure without having to regularly visit the stores in order to perform maintenance. In addition to this, local store staff have been left to do their own work, and not of IT support", added ABC's IT Manager.

The Result

"My decision on deploying Fusion QSR across our entire network was vindicated within a few weeks of implementation. We have experienced a degree of reliability and productivity far greater than we ever imagined following the deployment of the Fusion QSR solution. Fusion QSR has allowed us to attain our goals of store IT management and maintenance, and will ultimately allow us to deliver a quality of service that our competitors will find hard to match", concluded ABC's IT Manager.

If you have wish to monitor, manage and maintain the devices within your organization's network infrastructure using Fusion Device Manager, then please do one of the following:

- ▶ **Contact your preferred reseller partner**
- ▶ **Contact VXL at sales@vxl.net**
- ▶ **Or call one of the VXL offices listed below**

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