

Designing an aggregated service platform comprised intermodal service providers while consolidating services onto a unified billing and inventory management platform.

Customer: National restaurant chain with 500+ sites in United States and Canada.

Goal: To develop a broadband network nationwide and into Canada with cellular 3G/4G/LTE backup. Customer wanted to utilize broadband of at least 35M download speed where available and 4G wireless as the backup circuit. Application was critical. They did not want to lose the ability to process credit and gift cards at any time while in the restaurant. Frequent outages can lead to lost opportunities and compromised customer loyalty.

Due to the very large number of locations, this client was dealing with multiple service providers. They wanted to reduce their time and resources of managing a multi-carrier environment.

Challenges: The biggest challenge was qualifying the locations for broadband in the areas where the larger cable companies and Telcos were not the underlying provider. The customer requires quality broadband Internet access via cable and wireless services in their corporate restaurants as a medium to offer patrons an interactive multi-media experience that will continue to create differentiation in the market sector and also as a connection to conduct your business transactions.

Business was being disrupted by missed installation intervals as well as scheduling conflicts for moves and changes. Just as important, during times of service outages, there was no one devoted to insuring the carriers made their commitments on service restoration.

This project came with a very limited time frame to bring all services to Access Point. The customer had a very definite deadline leaving only eight weeks to complete.

Solution: We were able to create a solution of utilizing broadband as the primary circuit and when that wasn't available, EoF was utilized. Each site also had a backup cellular 4G connection.

Cable Services: We aggregated Cable Services from the Cable providers at all corporate restaurant locations in the US and Canada onto our Unified Billing and Service Platform. The Cable circuits were engineered at speeds between 35/5 Mbps and 50/10 Mbps depending upon availability at each restaurant location.

Cellular Service: We connected 3G/4G/LTE cellular service to each US and Canada corporate restaurant location. The cellular service was configured at 250MB of usage per month at a fixed monthly fee with the usage being pooled for availability across all connected locations.

We installed and maintained the Cable and cellular services in accordance with our provided Service Level Agreement commitments and metrics with recompense components for installation interval performance, service availability performance and repair/restoration performance.

We established a fast-paced installation schedule, using multiple teams to deploy multiple stores per day. All locations were successfully migrated and aggregated on one invoice as well. The company receives a single, easy-to-read invoice for all its services and locations. A major accounts representative now delivers immediate response to service requests. The free and reliable Internet access was designed to encourage customers to spend more time in their restaurants.