



NETWORK AND SECURITY SOLUTION PROVIDES CERTAINTY FOR NANDO'S AUSTRALIA

OBJECTIVE: Upgrade network to provide greater reliability and security.

PROJECT SUMMARY

Private network solution to provide connectivity between restaurants and central support office with a centrally hosted managed firewall providing secure access to the Internet. Each restaurant is equipped with a primary NBN or ADSL connection and a secondary 4G connection, configured for automatic fail-over. The entire solution is actively monitored by Cloud Plus.

TECHNOLOGY

Cisco, Brocade, Fortinet and Huawei

KEY RESULTS

- ⊕ Significant reduction in Internet outage (>99.9% uptime with new system)
- ⊕ Improved customer service now that Internet is more reliable (for transactions and WiFi)
- ⊕ Central support team freed-up for other key initiatives
- ⊕ Central location to manage security requirements

BACKGROUND

Nando's Australia has over 200 restaurants and needed a new solution to make private network and Internet connectivity consistent, reliable and secure across all restaurants. With IP-based loyalty, EFTPOS platforms and online ordering, network stability was crucial - if a restaurant lost their network access, they not only lost browsers but also the ability to transact with customers.

THE CHALLENGE

Ongoing connection issues in parts of the existing network meant that, from time to time, certain restaurants had diminished ability to transact before connectivity was restored. This was bad for business and also tied a lot of central support resources up in trying to manage network issues, distracting from other core and innovation activities.

"We have a high number of restaurants that are geographically diverse – literally spread across the country – and we were seeing very inconsistent results connectivity wise," said Craig Virago, National IT Manager, Nando's Australia.

"The previous environment caused administrative and management headaches, not to mention posing potential security risks. We wanted to standardise the connectivity model and improve network stability in a more secure, managed environment."

THE SOLUTION

Fault-tolerant network and managed firewall provides enhanced connectivity and security

Nando's was looking for the twin features of a good design and a good relationship as they sought a partner for this project. It was a big architectural challenge and Craig Virago was keen for a capable local provider to demonstrate they had the experience to provide the right solution.

"We looked at a number of providers, including the large telcos," said Craig Virago. "We were seeking the best fit for our environment."

The Nando's Australia team had a clear list of requirements and did some very careful research. Having been in the space for some time, the National IT Manager knew what he was looking for.

"I knew what I wanted - a secure, highly reliable environment at a cost-effective price point," said Craig Virago. "Cloud Plus was far and away the best fit for our needs."

"Cloud Plus provided a secure, fault-tolerant private network for our restaurants and central support office, with a secure gateway via their managed firewall service. They took the time to really understand our requirements and tailored their solution accordingly."

OUTCOMES

Improved network and security solution benefits customers and staff

The new solution has improved things dramatically across a number of areas, including:

- **Radically increased uptime.** Parts of the network used to face regular outages. This issue has now been virtually eliminated with >99.9% uptime across all sites. "We are thrilled to see this massive decrease in network related support issues. We now have the stability we need to seamlessly transact with our customers."
- **Improved customer service.** Reliable network now supports all critical transactions including online ordering, in restaurant POS and managing the loyalty program. "A restaurant being offline and unable to transact is largely a thing of the past. The new solution also supports our overall digital strategy, including such initiatives as offering free WiFi to our customers."
- **Central support team freed up.** Prior to the change, the central support team spent significant time managing network issues, including liaising with a number of different service providers when things went wrong. "Our team now uses this extra time on other projects, primarily key improvement initiatives within the organisation."
- **Greater security thanks to a central, managed firewall.** A managed firewall sits at the core of the private IP network with equal access to it from all restaurants. The solution runs on high-availability

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By partnering with Cloud Plus we can now trade with confidence. Because we have fault tolerant network access at every site, if there is an issue we get alerts, the backup service takes over automatically, and Cloud Plus is straight onto the issue.

CRAIG VIRAGO, NATIONAL IT MANAGER,
NANDO'S AUSTRALIA

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clusters, with numerous advanced features to protect against modern security threats. "We now have a central point of control for security – the team forwards security changes through to Cloud Plus and they action them as required, quickly and effectively."

WORDS OF ADVICE

Knowing what you need and being prepared to find the exact right fit in an ICT partner is crucial to the success of a project like this, advises Craig Virago:

"Look for a partner that fits your business needs and is aligned with how you want to work. This is potentially not a really big player, but rather a partner that takes the time to understand your business and offers a solution that fits your requirements and needs."

FUTURE OUTLOOK

Continued plans for connectivity improvements

Nando's will keep working with Cloud Plus to make ongoing improvements to the ICT solution for their restaurants.

"We've talked about putting in a hosted phone system that would sit on in the same network and managed firewall environment, with IP QoS enabled to ensure voice performance. Cloud Plus is a good bunch and they're so knowledgeable to work with, we'd trust them with any big project. Their knowledge really is top shelf."

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