



GLOBAL NET Commerce, Inc.
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Case Study - Failover - Earls

SUMMARY

Earls Kitchen + Bar is a family-owned casual dining chain that operates 66 locations in the US and Canada. Their head office is in Vancouver, British Columbia, Canada. Earls is focused on providing its customers with a quality dining experience. Earls is committed to using the latest technology for processing guest orders and providing convenient, secure options for handling of guest data, privacy, and protection for credit card transactions.

As Earls continues its expansion in the US and Canada, providing a secure and reliable communications platform is important. Earls needed a long-term solution that would minimize capital investment and reduce current system operating costs.

RESULTS

GNCI provides an exceptional level of service from project conception through implementation and continued support. Using GNCI's AWSS Site Survey System was instrumental in easing the on-going management, maintenance, and support of the client's Wireless WAN connections. The rollout process was streamlined, and Earls benefited by eliminating costly truck rolls during project deployment. GNCI's extensive wireless experience and strategic planning with 4G carriers substantiates the fact that it is critical for any hardware solution to be forwardly compatible with wireless network evolution. The failover solution implemented at Earls Kitchen + Bar restaurants solved their downtime issues when primary circuits failed, it provided fast startup at new locations while waiting for wired circuit, and it improved Earls disaster recovery program considerably.



"By incorporating the GNCI AWSS proprietary testing system into our site evaluation process, we have the capability to locate and place the router in the most favorable RF location in the Kitchen + Bar. This failover solution can be added to our existing router with no disruption, no image upgrades, and it's plug and play."

Graham Roque
Senior Network Administrator
Earls Kitchen + Bar

SOLUTION

After a thorough business case analysis, Earls identified cost savings and operational efficiencies would be realized by replacing wired failover solutions with wireless WAN options. Additionally, the speed, mobility, and availability of the wireless WAN solution made this a viable solution when primary wired circuits for new Kitchen + Bars were delayed. GNCI engineered a WWAN solution using the Cypress Solutions Oxygen-3 Wireless Gateway. It integrated seamlessly into the newly designed Kitchen + Bar footprint and each device was uniquely configured, tested, and shipped to its location ready to be connected.

"We were challenged to find a low-cost solution while finding a way to avoid downtime like we recently experienced"



"GNCI has the ability to act as a conduit, bringing the best options together to meet Earls Kitchen + Bar's needs and interests, while simplifying the many complex tasks when implementing and managing their wireless WAN."
Mike Goraeski, CEO GNCI

CHALLENGE

Earls Kitchen + Bar locations use wired circuits as their primary network connection. When a wired circuit fails due to construction, natural disaster, or vandalism, functionality is lost, and business comes to a halt. This is costly and it can create a negative experience for guests.



"We are very pleased with the GNCI hardware partners and solution options, providing inherent flexibility and it's extremely cost effective. GNCI has proven to be a strong, effective networking partner with our organization. Their optional service programs, specifically the AWSS Site Surveys, along with network monitoring, equipment staging, installations and activations have made GNCI our vendor of choice for our Kitchen + Bar failover connectivity."

Graham Roque
Senior Network Administrator
Earls Kitchen + Bar