



**GLOBAL NET Commerce, Inc.**

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**Case Study - Primary - Jack in the Box**

**SUMMARY**

To safeguard network connectivity critical to daily business operations when their main wired circuit wasn't providing the level of connectivity they needed, Jack in the Box chose GNCI to develop and provide a secure, reliable primary network solution for their Los Alamitos, CA restaurant.



**CHALLENGE**

Jack in the Box has a mission statement, "To make the world a delicious place", but that is hard to do if your point-of-sale network is down and financial transactions come to a halt. Reliable and consistent network connectivity is fundamental to their business operations. Downtime negatively effects revenue and brand perception, making network resilience a significant priority. Another key challenge is keeping security cameras up on the network for live viewing and recording. Their network wouldn't allow the restaurant owner, Greg Gribble, to view this while out of town when he relied on it the most. All his challenges were related to a weak, inconsistent network connection with no solutions available from his previous provider, so it was time for a change.

**JACK IN THE BOX**

*Jack in the Box is an American fast-food restaurant chain founded by Robert O. Peterson on February 21, 1951 in San Diego, California where it is headquartered. The restaurant chain gained popularity in 1994 after a highly successful marketing campaign that featured the beloved fictitious Jack in the Box Chairman. The chain has over 2,200 locations across the US and continues to grow.*



**SOLUTION**

Greg and GNCI worked together to identify a cost-effective solution for primary connectivity capabilities in their restaurants. The objective was to ensure that Jack in the Box can provide a consistent superior level of service to their patrons. One of the most important steps when planning a wireless deployment is determining the quality of the radio frequency (RF) conditions at each wireless site. GNCI used their proprietary Advanced Wireless Site Survey system (AWSS) to determine the best cellular carrier. AWSS tests performance metrics such as signal strength, latency, throughput, and packet loss. These results must meet or exceed the data requirements necessary to support business as usual.

For this Jack in the Box restaurant, GNCI engineered a WWAN solution using the Cypress Solutions Oxygen-3 Plus Wireless Gateway. Greg's device was uniquely configured, tested, and shipped Plug & Play to the restaurant, ready to connect and seamlessly integrate into his existing network infrastructure.



**RESULTS**

Using GNCI's AWSS Advanced Wireless Site Survey system was instrumental in identifying the cellular carrier that provided the best signal strength, quality, and stability while meeting the data requirements of the restaurant communications network, including robust WiFi available free to customers, and a network platform with the flexibility and adaptability to seamlessly integrate future network upgrades and innovations. Knowing in advance how the Wireless WAN connection will perform in real time gave Greg the peace of mind that his restaurant network will have consistent uptime to provide all the necessary services and applications required to fulfill the Jack in the Box promise to deliver innovative, customized food served any time of the day. Now Greg can travel with the confidence of knowing he can view and manage restaurant operations live from anywhere in the world.

*Thank you GNCI for a quick and easy solution to a long-term problem.*

*Greg Gribble  
Los Alamitos Restaurant Owner*

