

## Case Study

### Infrastructure as a Service (IaaS) Cost Saving, Improved Efficiency

#### Client:

#### Pizza Chain

This client has become the leader in the “Fast-Casual Pizza” business with \$166 million in annual sales and 153 units in seven states. Additionally, this pizza chain operates more than 100 “take and bake” kiosks in grocery stores and offers products at 18 entertainment and sports venues.

| Challenge   | CBTS Solution  | Results   |
|---|--|---|
| <ul style="list-style-type: none"><li>• To improve their ordering system to make it easy to order through web and mobile</li><li>• To build a scalable system for future growth</li></ul> | <ul style="list-style-type: none"><li>• Web hosting service as part of the CBTS IaaS solution</li><li>• Internet access at all store locations through VPN tunnels</li><li>• Infrastructure Monitoring and Management of firewalls, servers, VDOMs, and VPNs</li></ul> | <ul style="list-style-type: none"><li>• Savings of 33% with no reduction in services</li><li>• Improved delivery of services</li><li>• End-to-end services/support from one vendor offering a dedicated and experienced sales and support team at predictable costs</li></ul> |

#### Business Challenge

The company was constantly trying to improve its pizza-ordering system. Their ordering process is a strategic area of focus for the company. With web and mobile now available as pizza ordering options, the company wanted to reinforce and enhance their infrastructure to make it even easier to order online.

CBTS assembled a team of best-of-breed engineers to design and deploy a custom optical networking solution. It was fully operating within eight weeks of equipment delivery, meeting the client's timeframe requirement.

Cloud, covered.

## Business Challenge (Continued)

They approached CBTS to replace their current web hosting provider and address several business challenges:

- Reduce/eliminate system outages
- Make IT service costs more predictable
- Provide strong IT support for the pizza chain's planned strategic expansion
- Deliver end-to-end infrastructure support

Timing of transitioning web hosting services was critical. The client had immediate concerns about their current provider's stability, and needed to avoid potential website shut down.

## CBTS Solution

The pizza chain selected CBTS, and our team went to work right away to help with our client's immediate needs. CBTS Managed Services specialists, engineers, technical services and operations individuals collaborated with the client's IT team to provide the framework necessary to support the initiatives. Within 10 days, CBTS provided:

- Web hosting service as part of the CBTS IaaS solution
- Internet access at all store locations through VPN tunnels
- Infrastructure Monitoring and Management of firewalls, servers, VDOMs, and VPNs

## Results

- Savings of 33% with no reduction in services
- Improved delivery of services
- End-to-end services/support from one vendor offering a dedicated and experienced sales and support team
- Predictable operational costs
- Flexibility to meet their current and future IT demands

Since the deployment of the IaaS solution, the client has engaged CBTS for additional services including:

- CBTS IPVPN solution for headquarters and franchise store operations
- Avaya phone support
- Hosting of back office applications

**Cloud, covered.**