

XO® MPLS IP-VPN Helps Foodservice Company Double Bandwidth, Reduce Costs

Restaurant Technologies, Inc. (RTI), headquartered in suburban Minneapolis, MN, specializes in cooking oil management and commercial equipment monitoring for the foodservice industry. Its innovations have revolutionized foodservice safety and operations by virtually eliminating the previous hazards and inconvenience of handling frying oil. The company also remotely monitors commercial equipment to provide restaurants intelligence, such as the temperature of walk-in coolers, fryer oil filtration cycles, and drive-through timers.



A recipient of Tekne Award from the Minnesota High Tech Association, RTI has been included in the Minneapolis-St. Paul Fast 50, a list of the fastest growing companies in the twin cities, for a record nine years in a row. RTI serves more than 16,000 customer sites in over 40 metropolitan markets across the U.S., and counts McDonald's, Albertsons, White Castle, KFC, Jack in the Box, and Villanova University among its customers. RTI uses a number of XO solutions to provide a robust IT infrastructure, including a co-located data center, IP phone system, and Internet connectivity. Recently, RTI also deployed a Multi-Protocol Label Switching (MPLS) IP-VPN solution to connect all of its locations nationwide.

The Challenge

Increase IP network bandwidth and availability to support growing demands for data throughput as the company expands

In addition to its corporate headquarters and data center, RTI has 36 other locations that serve as storage sites for cooking oil, from which their deliveries to restaurants originate. The company's expanding business placed increased demands on the network. For example, it installed an IP phone system and a new Web-based Enterprise Resource Planning (ERP) system from Oracle®. The company also switched its telemetry application that monitors customer sites—and lets company managers know when customers need a new cooking oil delivery or other service—from an analog system to an IP system. Finally, a new application that scheduled and routed customer deliveries also required high network availability.

Randy Witt, Director of Information Technology, said that with the increased network demands, the company's previous network, which was based on traditional Frame Relay switching, was beginning to experience several problems every week.

"There was some frustration at our various sites because time was spent working on the network that could have been spent working on the business," Witt said. He knew the time had come to make network improvements, but he was concerned about what it would cost to upgrade connectivity and bandwidth at 36 sites.

The Solution

XO® MPLS IP-VPN, a secure, intelligent, and managed network solution that connects RTI's sites, corporate offices, and data center over a single, application-aware IP network infrastructure

XO MPLS IP-VPN is a network-based, MPLS-enabled Wide Area Network (WAN) solution that offers multi-site businesses more bandwidth for the dollar, faster application deployment, lower network operating costs, and more access options than traditional WAN services.

Executive Summary

RESTAURANT TECHNOLOGIES, INC.

- Industry: Foodservice
- Location: Eagan, MN

BUSINESS CHALLENGE

- Increase network availability and bandwidth
- Maintain current cost structure

SOLUTION

- XO® MPLS IP-VPN

RESULTS

- Greater network availability and flexibility
- Doubling bandwidth without increasing costs
- Improved business continuity
- Gains in productivity



Customer Case Study

Key benefits of XO MPLS IP-VPN include:

- *Nationwide Coverage* – Broad coverage with service availability in 75 metropolitan markets across the United States.
- *Secure Communications* – Data is segregated from other customers and the public Internet.
- *Flexible and Scalable Network Architecture* – MPLS-based network architecture provides a platform for any-to-any connectivity among all sites, and allows for quick and easy set up of new sites added to the network.
- *Intelligence* – Routing intelligence resides in the XO network, and applications are prioritized for Class of Service.
- *Broad Range of Access Options* – Scalable bandwidth options from DS1 to OS48, with Ethernet available up to 1,000 Mbps.
- *Customized Management* – Options for full management and customer premises equipment (CPE); XO configures, deploys, and manages CPE at each of your network sites.

“With XO MPLS IP-VPN, we got everything we were looking for: availability, performance, and redundancy,” Witt said. “We were able to double our bandwidth without adding any cost to our contract.”

Witt also said that the conversion went smoothly at every site. XO provided the circuit turn up project management and worked with the local phone company to ensure success at each location. The RTI IT team then worked with XO to configure the Cisco Systems® routers for the new MPLS circuit for each site, and a member of Witt’s team plugged the circuit into the router, tested the switch, and then unplugged the old router. “It was a very simple process, taking just a few hours for each site—from start to finish.”

“I see XO as a partner, not a vendor,” said Witt. “When I work with XO, we are able to address the business challenges I’m facing, and we come up with creative solutions together.”

The Results

Greater Network Availability & Flexibility

“When we had the Frame Relay connections, we had to think about how we would connect a site to the network or make it redundant,” Witt said. “XO MPLS IP-VPN now gives us much greater flexibility because of the nature of the MPLS cloud and the ability to connect multiple sites, just by one port going into that cloud.” In addition, “The availability is there, and nobody is noticing any issues with quality of service,” Witt said.

Doubling Bandwidth without Increasing Costs

RTI was able to move to MPLS, complete a migration of all sites, and effectively double the bandwidth the company had, yet the company saw no increase in the overall cost of their contract with XO.

Improved Business Continuity

According to Witt, RTI had been assessing whether it needed a secondary connection to each of its sites to avoid network issues and potential problems serving customers. XO MPLS IP-VPN eliminated the need for secondary connections because it offered quality of service: “Once we moved to MPLS, the issues and frustration at our distribution sites definitely dropped off,” said Witt.

Gains in Productivity

Witt said his network administrator no longer has to be in reactive mode due to network issues popping up. “We’re finding we have the time and resources to focus on new core initiatives, such as a virtualization effort or working with storage,” Witt said.

“With XO MPLS IP-VPN, we got everything we were looking for: availability, performance, and redundancy. We were able to double our bandwidth without adding any cost to our contract. I see XO as a partner, not a vendor.”

RANDY WITT

Director of Information Technology, Restaurant Technologies, Inc.
www.rti-inc.com

About XO®

XO Communications, a subsidiary of XO Holdings, Inc., is a leading nationwide provider of advanced communications services and solutions for businesses, enterprises, government, carriers and service providers. Its customers include more than half of the Fortune 500, in addition to leading cable companies, carriers, content providers and mobile network operators. Utilizing its unique combination of high-capacity nationwide and metro networks and broadband wireless capabilities, XO offers customers a broad range of managed voice, data and IP services with proven performance, scalability and value in more than 75 metropolitan markets across the United States.

For more information, visit www.xo.com

