



Configuration & Rollout of 3000+ Devices Enables Large Restaurant Chain to Focus on Service Innovation

Overview

A national enterprise restaurant with 800+ locations needed assistance with a large deployment of tablets and accessories. With limited IT resources, they were looking for a seamless way to stage and configure 1600 tablets, 800 access points, 800 custom docking stations, and many peripherals to their exact specifications. The company also needed shipments to be easily identifiable onsite and to be coordinated with the company's technician schedules for the installation.

Solution

All products were shipped to Blue Mantis' state-of-the-art, ISO 9001:2015 Certified Tech Innovation Center. Blue Mantis' engineers set up a temporary site mimicking the customer network using a firewall and access point where all tablets, docking stations, and other peripherals were configured, imaged, tested, and packaged in custom, easily identifiable boxes. Blue Mantis then shipped all of the devices to arrive three days prior to the planned installation date to account for any shipping complications.

Business Outcomes

Lowered Overall Costs

The solution lowered operational costs by engaging Blue Mantis' engineers to perform all of the technical configuration services. It also lowered capital expenditure costs due to not renting or purchasing staging space.

Reduced Risk with Shorter Timelines

By utilizing Blue Mantis' engineers, the solution eliminated the need for the customer to use valuable IT staff time spent configuring. Due to the custom and identifiable packaging, there was a reduced risk of losing shipments.

Seamless Deployment

The solution resulted in shipments delivered safely and on time to each location. All devices were configured correctly to the customers' exact specifications, allowing the customer's techs to deploy easily and on schedule.

At a Glance

Challenges

- No area to stage and configure large quantities of tablets and accessories
- All devices needed to be configured correctly to exact specifications
- Shipments needed to be coordinated with tech schedules for installation

Benefits

- Lowered operational and capital expenditure costs by using Blue Mantis' resources
- Eliminated possible project delay by shipping all devices early
- The customer's techs were able to deploy easily and on schedule



"Large scale configurations and rollouts of new technologies across multiple locations have a lot of moving parts and can be a challenge to undertake with limited IT resources. Our engineers were able to proactively configure everything to the client's exact specifications and deliver a seamless deployment within budget while meeting the customer's timeline."

Tom Borden

Dir. Technical Innovation Center
Blue Mantis