

# Multinational Restaurant Company Case Study (IT Systems Deployment)

## Client Overview

A multinational restaurant company was running different in-store technology stacks across its regions. The inconsistency created uneven experiences for both guests and staff, and made standardizing operations across the global footprint nearly impossible.



### GLOBAL ROLLOUT

Of 300 locations, deployed over eight months



### STRATEGIC USAGE

Of new and refurbished equipment to meet requirements & budget



### SAME-DAY SUPPORT

Via OneCall SLAs that give immediate access to technical help and issues

## Why PivIT

Our track record of delivering complex rollouts across hundreds of locations worldwide proves we can bring global consistency, tight timelines, and budget control to restaurant and retail operators.

## Client Objective

The client's goal was to deploy a standardized, **Bluetooth-enabled POS platform across 300 global locations in eight months**, fully integrated with their back-office systems. To get there, they needed:

- End-to-end services to **stage, configure, deploy, manage, and support** the new solution
- The ability to **work within a defined budget**, leveraging both new and refurbished hardware where appropriate
- A **same-day end-user support SLA** to keep restaurant staff productive from Day 1
- A rollout plan that minimized disruption by working within agreed-upon maintenance windows and local operating hours

## PivIT's Solution

PivIT's **EXTEND** professional services team managed the end-to-end rollout, from infrastructure planning through Day 1 support.

Working with the client's IT and procurement teams, EXTEND:



**Defined site requirements** (access points, Bluetooth-enabled POS appliances, thin clients, routers, switches) and sourced a mix of new and refurbished hardware to meet performance needs within budget.



**Built standardized kits at regional staging facilities**, preloaded from an agreed-upon image, and performed on-site surveys at each restaurant to plan cabling, conduits, and equipment placement.



**Deployed kits after hours during agreed maintenance windows**, installing and cabling all gear and coordinating with remote administrators to validate connectivity between the POS and back-office systems.