

Kaseya Helps Vivonet Provide Quality Service to Customer Service Experts.

SaaS solution enables the company's business model of providing POS transaction processing through the cloud.

There's no room for heroes during lunch rush. Everyone—from server to host to line cook—puts their head down and focuses on serving quality, great-tasting food quickly. If a point of sale (POS) system goes down—and it happens—there is no time for someone to take themselves off the floor to troubleshoot the machine on their own. Nor do restaurateurs have the time, budget or expertise to develop, manage and update POS systems on their own. Rightly so, they're focused on running the business, managing staff, ordering supplies and marketing the restaurant.

Entrepreneurs Ryan Volberg and Kevin Falk knew there was an opportunity there. New technology and cloud architectures make it possible for full-service, quick-service, franchise and institutional restaurants to outsource the technical side of their POS systems. By outsourcing POS to the cloud where transactions can be monitored and secured by dedicated technology experts, restaurant owners and managers could get back to doing what they do best—cook great food.

Volberg and Falk founded Vivonet and launched Halo Restaurant POS, a secure Web-based POS software as a service (SaaS) that collects transaction data from distributed terminals and transfers it to Vivonet's safe and secure data center. Transactions are then backed up to the cloud, ensuring that transactions are always protected and available.

However, Vivonet needed an efficient way to monitor, maintain and update thousands of POS terminals distributed across North America in order for its innovative business model to work. Given the hectic nature of the restaurant business, users couldn't be asked to assume management responsibility for their terminals, and phone calls to walk them through troubleshooting wouldn't work either. The whole Vivonet concept revolved around taking IT responsibility from users, but it would be cost-prohibitive to even think about manually managing thousands of POS terminals.

"Remote management was the solution, but we needed a tool that would give us complete control over systems without disrupting our clients' restaurant operations," said Paul Needham, vice president of operations for Vivonet. "Uptime of systems is critical in the restaurant business. Every minute systems aren't processing orders is a minute the restaurant is not taking in revenue."

Delivering IT Services Through the Cloud

Vivonet embraced an IT systems management cloud solution from Kaseya that provides complete visibility into and control over the company's 5,000 POS systems deployed in 3,500 restaurant locations across North America. A remote and automatic solution, Kaseya allows Vivonet administrators to proactively monitor distributed systems for availability and performance and take action to bring systems back into production.

"We're a cloud company ourselves, so the cloud model already made sense to us," Needham said of Kaseya's SaaS solution. "Kaseya fits in nicely with our business model and our commitment to customer service."

Vivonet administrators use Kaseya to proactively monitor remote systems by setting performance thresholds. When met, administrators are automatically alerted, so they can fix the problem remotely before there is an impact on the customer. Software updates for the company's Halo solution are tested centrally and pushed out to all machines at the same time—a process that eliminates tedious and repetitive tasks while ensuring all POS systems are updated with the latest version and are running optimally.



Kaseya Customer

Vivonet
www.vivonet.com

Industry

Retail

Business Challenges

- Ensure the availability and performance of 5,000 POS systems spread out over 3,500 restaurant locations in North America
- Monitor, maintain and update the systems without disrupting customers' operations
- Scale IT services and support to meet growing demand

Solution

- Kaseya SaaS Solution

www.kaseya.com

Powerful security features delivered through the cloud by Kaseya fit in with Vivonet's PCI compliance efforts, ensuring that diners' payment information is encrypted and protected throughout each step in the transaction processing supply chain.

Providing Quality Service to Customer Service Experts

Vivonet is able to use Kaseya to maintain the availability and performance of thousands of POS systems distributed across North America. As a result, Vivonet's customers—full-service, quick-service, franchise and institutional restaurants—have the peace of mind that they have the ability to conduct, track, secure and store payment card transactions without having to worry about technology.

"IT support is critical to our business model, and Kaseya enables us to efficiently manage thousands of remote systems from a central management console," Needham said. "Our clients work in customer service and know the value of timely support. We can be readily available in meeting the needs of our busy clients."

Needham also went on to say that Vivonet can easily scale Kaseya as they sign on new restaurants and chains, saying that technology—or a lack of technology—doesn't dictate business growth. In fact, he sees Kaseya—and its ability to remotely view and control distributed systems—as a revenue generator for the company in the form of advanced monitoring services.

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Key Benefits

- Customers have the peace of mind their POS systems are running optimally without having to worry about technology
- The latest version of Halo Restaurant POS solution is consistently running across the entire environment
- On-board process is streamlined
- Kaseya fits with Vivonet's PCI compliance strategy

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

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