



Case Study

Let's Taco 'Bout Better WiFi

Mission Taco Joint Implements 4G Backup Internet for Happier Guests

Live coverage of the week's top games, the latest music, and great food comprise the coveted ambiance at Mission Taco Joint. Serving up "a unique street taco experience" with a dash of west coast flare, this popular foodie spot has blossomed as a full-service restaurant chain and now proudly serves 5 locations spanning from St. Louis to Kansas City.

But the bottom line doesn't stop at good food and flavorful drinks. Mission Taco Joint strives to preserve customer experiences whenever possible. Director of Operations, Alex Bandera, is among staff who understand that protecting Mission Taco's brand and long-standing performance is critical for customer success. So when the lifeblood of their business – their Internet connectivity – started to lag and drop in and out, Mission Taco management reached out to RocketFailover® for a solution.

The Challenge

With so many customer elements depending on reliable Internet connectivity (POS systems, guest WiFi, cable, music streaming, back-office operations, etc.) experiencing Internet outages during peak business hours was not only challenging to staff but frustrating for customers as well. RocketFailover engineers identified that Mission Taco needed a backup Internet solution that would allow all customer-centered services to automatically failover to a backup connection in the event of an outage. Additionally, multi-location monitoring and simple management capabilities were needed to allow backup connectivity for all five locations.



The Solution

RocketFailover Fusion™ was the ideal choice for Mission Taco. Fusion is a RocketFailover solution that is capable of delivering a failover Internet connection in seconds. Designed for multi-location or chain restaurants, Fusion is an affordable option for businesses that have existing dual-WAN capable firewalls, or for businesses with more complex network needs. The Fusion option allows for segmentation so that businesses can prioritize key Internet systems during downtime events.

By implementing RocketFailover Fusion, all 5 Mission Taco locations experience a high-performance solution that allows an Internet failover connection to keep their operations online without their customers noticing a thing. With seamless, automatic connectivity, all 5 locations stay online 24/7 without incident.

RocketFailover also comes with iStatus[®] which is an intelligent monitoring platform. iStatus provides online and on-the-go access to a top-down organizational network view, rich historical analytics, and common-language alerts for Mission Taco. Complete with IntelligentAlerts™, Bandera can effortlessly monitor each location's connection even if they are from the office. With multiple restaurants spread across a geographic area, Mission Taco has peace of mind with iStatus ConnectionValidation™ to assure them that all stores are running as they should when it comes to Internet connectivity.

Implementation

With preconfigured, Live-In-Five™ hardware and RocketFailover engineers standing by, Mission Taco was able to roll out 4G backup connectivity to all locations within a matter of a few hours; no service interruption for guests. Because Mission Taco already had devices to filter Internet traffic, RocketFailover Fusion was an effortless add-on to their business continuity plan. Complete with centralized iStatus Network Monitoring from any hand-held iOS or Android device, management can know the connectivity status at any location by simply clicking a button.

Results

Since implementing a secondary Internet connection with RocketFailover, Mission Taco Joint's 5 locations have successfully eliminated their Internet downtime.

By allowing RocketFailover to enhance their customer experience, Mission Taco has been saved from several multi-day outages in key locations.

