

EXTEND

Multinational Restaurant Company

(IT System Deployment)

Summary

EXTEND, PivIT's professional services offering, worked with a large multinational restaurant company to manage, stage, configure, deploy, and support a Bluetooth-enabled POS system with back-office infrastructure. The project was completed at 300 global locations over eight months and involved working with the client's IT team to understand the necessary infrastructure and sourcing new and refurbished equipment within the client's budget.

- Client: Multinational restaurant company.
- Deploy a Bluetooth-enabled POS system to integrate with back-office infrastructure and systems.

Customer's Needs

The client needed the following project services:

- Stage, configure, deploy, manage, and support.
- Same-day end-user support SLA.



EXTEND

PivIT's Solution With EXTEND

EXTEND worked with a large multinational company in the restaurant industry to project manage, stage, configure, deploy, and provide end-user support for a Bluetooth-enabled POS system with back-office infrastructure.

This project was performed at 300 global locations over eight months. Our project management team worked with the client's IT team to understand the infrastructure requirements, including access points, custom Bluetooth-enabled appliances, thin clients, routers, and switches.

Upon confirming the intended end-user count and settings requirements, EXTEND worked with the procurement team to source new and refurbished equipment within the client's budget.

EXTEND then kit the equipment together at a regional staging, preloading the configuration from an agreed-upon image. A site survey was performed at each restaurant location to determine cabling, conduits, and management tray placement.

Our engineers retrieved the kit from the regional staging facilities and followed the technical action plan at an agreed-upon maintenance window after hours, including running structured cables, mounting equipment, and connecting patch cables. EXTEND then worked with the remote system administrator team to power on and validate that the equipment was accessible over their network.

Our technical team was available within an agreed-upon SLA for Day 1 end-user support provided by OneCall from PivIT Global.

Tell us about your project!
Reach out to hello@pivitglobal.com