



Corporate IT Solutions

El Pollo Loco

A successful national restaurant chain, El Pollo Loco manages the network infrastructure for more than 400 restaurants nationwide. Prior to Corporate IT Solutions (CIS), El Pollo Loco managed their own aging VPN network.

Situation

Unlike most restaurant chains, El Pollo Loco supports a wide area network for both franchisees and corporate stores. As a company, they take PCI seriously enough to manage it for the franchisees, requiring that every store use the corporate POS system and network to ensure a secure environment.

This also allows El Pollo Loco to provide all stores with centralized reporting and real-time pricing and product updates. "It's very validating when franchisees tell us that we have our act together," said Laporte.

Challenges

By 2012, El Pollo Loco had 5-year-old edge technology with firewall management. Corporate IT Solutions (CIS) was brought in to handle last mile triage. The results identified the problem and highlighted the fact that El Pollo Loco's IT team was spending a great deal of time following up with LEC's regarding issues and resetting stores. At the time, El Pollo was using fairly basic monitoring software to show that sites were either up or down. CIS brought in a more robust monitoring solution offering more detailed diagnostics. What they discovered was that their old appliances were at fault---it was time to update the edge.

"The CIS support has been great, they are full-service in every sense of the word. From evaluation of problems, to recommendations on how to proceed to training our folks on Cisco---CIS teaches us how to fish so that we don't become too dependant---that's a big differentiator."

John Laporte, Vice President Information Technology

Solutions

CIS drove testing, the Cisco installation process and engineering efforts helping to shore up deficits and create the network that franchisees expect from El Pollo. CIS has also supported the company with provisioning services for multiple broadband technologies qualifying sites and selecting the best option including wireless. "Their knowledge around telecom gives us a competitive advantage as we try to negotiate," said Laporte. In addition to provisioning, CIS has also offered installation and field support services over a national footprint. "CIS can get to any location, project plan and project manage and then put guys on the street in a turnkey manner. Having one vendor do it all is a great benefit to us," said Laporte.



CIS Professional Services

- Network analysis
- VPN hardware evaluation
- Designed a PCI compliant core and store DMVPN structure

CIS Implementation Services

- Staging and shipping of all hardware
- Broadband qualification and procurement for new stores
- Project management and new application rollout

CIS Management Services

- Break/Fix engineering resources