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—solutions, llc—

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The company is a Little Caesar franchise with 7 locations. Without dedicated IT, the client needed a partner who could lead, manage and support its stores.

CHALLENGE

With the franchise requiring the stores to implement technical solutions for PCI compliance and the POS stations, the client did not have the expertise or time to learn and understand the technologies that were being required. The client needed a dedicated partner who could:

- Become a pro-active IT support arm that monitored, maintained and managed its network with the mandated vendors.
- Provide expert technical advice and remote support for all stores at a fair price point.
- Provide rapid response to network outages and identify the problem to allow the appropriate vendor to be contacted.

SOLUTION

By utilizing Keystone Solutions IT Assurance Program, the client received a customized solution to fit its multi-store needs.

- Remote monitoring and management of IT Infrastructure, that includes the ISP, firewall and internal network equipment.
- Help desk support to assist in issues in real-time and proactively mitigate problems.
- Contact PCI, POS and ISP vendors to resolve network related problems.

Keystone Solutions consultants provided the client with the support to implement the mandated PCI compliant firewalls in each store as to not hinder non PCI traffic. Provided expertise in choosing a VoIP phone provider and outside firewalls. Coordinated wiring and network equipment for new i7 remodels that allowed for segmented networks which decreased downtime. Provided insight on camera installation, and failover circuits. Through an analysis of current ISP and Telecom billing for each store, the client realized a substantial monthly savings across the stores.

The number one impact to the franchise owner was to have someone who could help him in working through the PCI compliance issues and POS networking with the mandated vendors of ANX and CaesarVision. Having the technical expertise available saved not only frustration, but time as the issues were handled faster with a technical team resolving the problem.

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