

MEXICAN INN CAFE

How Vivant Managed Networks Transformed Mexican Inn Cafe's Business

Customer Success Story

In this Customer Success Story, we will explore the dramatic change and improvement in Mexican Inn's operations and cost savings.



BACKGROUND



Mexican Inn Cafe is a full service restaurant based out of Texas.

Since 1936, Mexican Inn Café has been serving delicious Tex-Mex specialties to the people of North Texas. They've long been a Fort Worth tradition, and now have grown to include a total of nine locations in several Metroplex communities.

INDUSTRY : Quick Service Restaurant

LOCATIONS: 9



Vivant is a leading national turnkey technology and telecommunications solutions provider to the restaurant industry. We believe that phone, internet and secure transaction technologies are the backbone of any business. We have a relentless focus on providing the very best services and solutions for our clients, so they can stay focused on running the business and what matters most.

BUSINESS CHALLENGES

Mexican Inn Cafe struggled with frequent disruptions of their Internet and phone systems, which affected their orders, wait times, customer satisfaction, and PCI Compliance.

- **Inadequate Internet and Consistent Speeds**

Their existing Internet services had intermittent outages, limited bandwidth and slow speeds severely impacting the business.

- **Unreliable Phone Systems**

Frequent outages disrupted the ability to take orders, reservations and run the business, impacting revenues, labor costs and the customer experience.

- **Ineffective Support**

Delayed response times for technical caused prolonged outages.

- **Prohibitive Costs**

The high expense of maintaining inefficient systems.

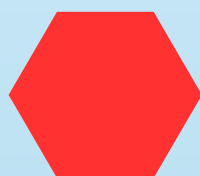


VIVANT'S SOLUTION

Vivant implemented a turnkey and customized approach.



- **Upgraded to high-speed internet at all locations**
Upgraded from DSL to High-Speed Broadband
- **100% Uptime Guarantee** provided through SmartCONNECT, therefore, eliminating all internet outages across all locations.
- **Upgraded all phone systems for a uniform brand identity**
Changed the hardware, software, and features of the phone system to match the brand identity.
- **Installed a PCI Compliant Firewall**
Implemented advanced security measures to protect against unauthorized access.
- **Consolidated billing and tech support for all locations**
Simplified connectivity with ONE unified service across all locations



The Results

"Vivant's SmartCONNECT ensures that we always stay connected and profitable. We can process online orders, credit cards, and phone orders without any interruption or delay."

~ Mexican Inn Executive



Enhanced Employee Satisfaction

Employees are now more focused on core tasks without the distraction of managing internet and phone service issues.



Uninterrupted Business Operations

Elimination of revenue losses attributed to internet or phone service outages, ensuring continuous business functionality.



Cost Efficiency

Achieved a significant reduction in the overall expenses related to internet and phone services.



Consolidated Customer Support

Streamlined support services through a single provider, offering comprehensive nationwide coverage and simplifying the resolution process.

Business Implications

- **Cost Saving:** An annual saving of \$14,724
- **No internet or phone outages**
- **Upgraded from DSL to High-Speed Broadband**



GET IN TOUCH WITH US

Talk to us, to understand how restaurants and retail chains can innovate faster with managed networks and intelligent backup internet with 100% uptime guarantee!

[Schedule-A-Demo here.](#)

Visit our website

VivantCorp.com

