

SPRING CREEK BARBEQUE

Spring Creek Barbeque's Game-Changing Move with
Vivant Managed Networks

Customer Success Story

The dramatic change and improvement in Spring
Creek Barbeque's operations and cost savings.



BACKGROUND



Spring Creek Barbeque, a renowned name in the Texas culinary landscape with over 30 years of history and 29 locations, faced substantial operational challenges due to unreliable network and communication systems. This success story explores how Vivant's Managed Network Solutions revolutionized their operations, significantly cutting costs, and enhancing service efficiency. An all too familiar challenge for the restaurant industry.

INDUSTRY : National Fastfood Restaurant

LOCATIONS: 29

- 400 customers per day/location
- 50 phone orders daily
- 30 digital platform deliveries daily

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



In summary the primary challenge faced by Spring Creek Barbeque was the continuing interruptions of their Internet and phone systems that impacted orders, wait times, customer experience 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 with *100% Uptime Guarantee* provided through SmartCONNECT.
- **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

“With Vivant’s SmartCONNECT, we don’t have to worry about losing sales when internet and phones are down. We never lose online orders, never process credit cards offline and never lose phone orders anymore.”

~ Eric Boykin
Purchasing Manager

CONSTRUCTION FEES WAIVED

\$250,000

COST SAVINGS

\$29,780 a year



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 \$29,780
- **Enhanced Internet and Telephone System Availability:** The high-speed, always reliable connections keeps the restaurant running without interruptions.
- **Improved Customer Service:** The ability to meet customer demand and expectations
- **Exceptional Support Experience:** Rapid and effective issue resolution from Vivant.

~ ERIC BOYKIN
Spring Creek Barbeque's
Purchasing Manager

The partnership with Vivant not only solved our technology, telecommunication's and compliance challenges but it also reduced costs, increased our ability to take orders while enhancing the customer experience and their data.



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

