

JIMMY JOHN'S

How Vivant's Smart Solutions eliminated Internet & Phone outages at over 700 locations nationwide while saving them \$828,000 per year.



Customer Success Story

In this Customer Success Story, we will explore how Vivant's Managed Services have benefited Jimmy John's and how they can help other restaurants achieve similar results.

BACKGROUND



Jimmy John's is one of the fastest-growing QSR franchise concepts in the U.S. Founded in 1983 with a commitment to fresh, high quality ingredients and tasty sandwiches, freaky fast. Today the company has over 2,800 franchised owned locations operating in 43 states with 11 million loyalty program members.

INDUSTRY | National Fastfood Restaurant
LOCATIONS | 2,800



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

Chronic Internet and Phone Service outages were impacting stores across the country. The outages led to missed orders, significant sales and revenue misses, unhappy customers and employees.

Internet Outages

resulting in lower online orders and revenue loss.

Phone Service Outages

resulting in lower phone orders and revenue loss.

PCI Compliance

Manual credit card system was not PCI compliant with no way to reduce declined charges.



VIVANT'S SOLUTION

Vivant implemented a turnkey and customized approach.

- **Holistic Design Across Locations:** Standardizing equipment and policies for all branches.
- **Designed and Implemented a Secure Local Network:** Protecting and segregating business and customer-related traffic, created a more secure local network in compliance with PCI compliance requirements.
- **Eliminated Internet and Phone Outages** by deploying Vivant's **SmartCONNECT** solution for primary Internet, backup internet, and phone system with a 100% up-time.
- **Implemented Manage Services for PCI Compliance:** Automating compliance tasks, vulnerability management and surveillance programs.
- **Deployed a managed PCI Compliant firewall** with lifetime warranty across all locations.



The Results

"Thanks to Vivant's SmartCONNECT, we don't have to worry about our internet or phones not working. This means we always get our online orders, we can always use credit cards, and we never miss phone orders."

~ Jimmy John's Franchisee

REVENUE EARNED
\$5,175,000 a year

ROYALTY FEE EARNED
\$776,250 a year

COST SAVINGS
\$828,000 a year



Enhanced Employee Satisfaction

Employees are now more focused on core tasks like food preparation, 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

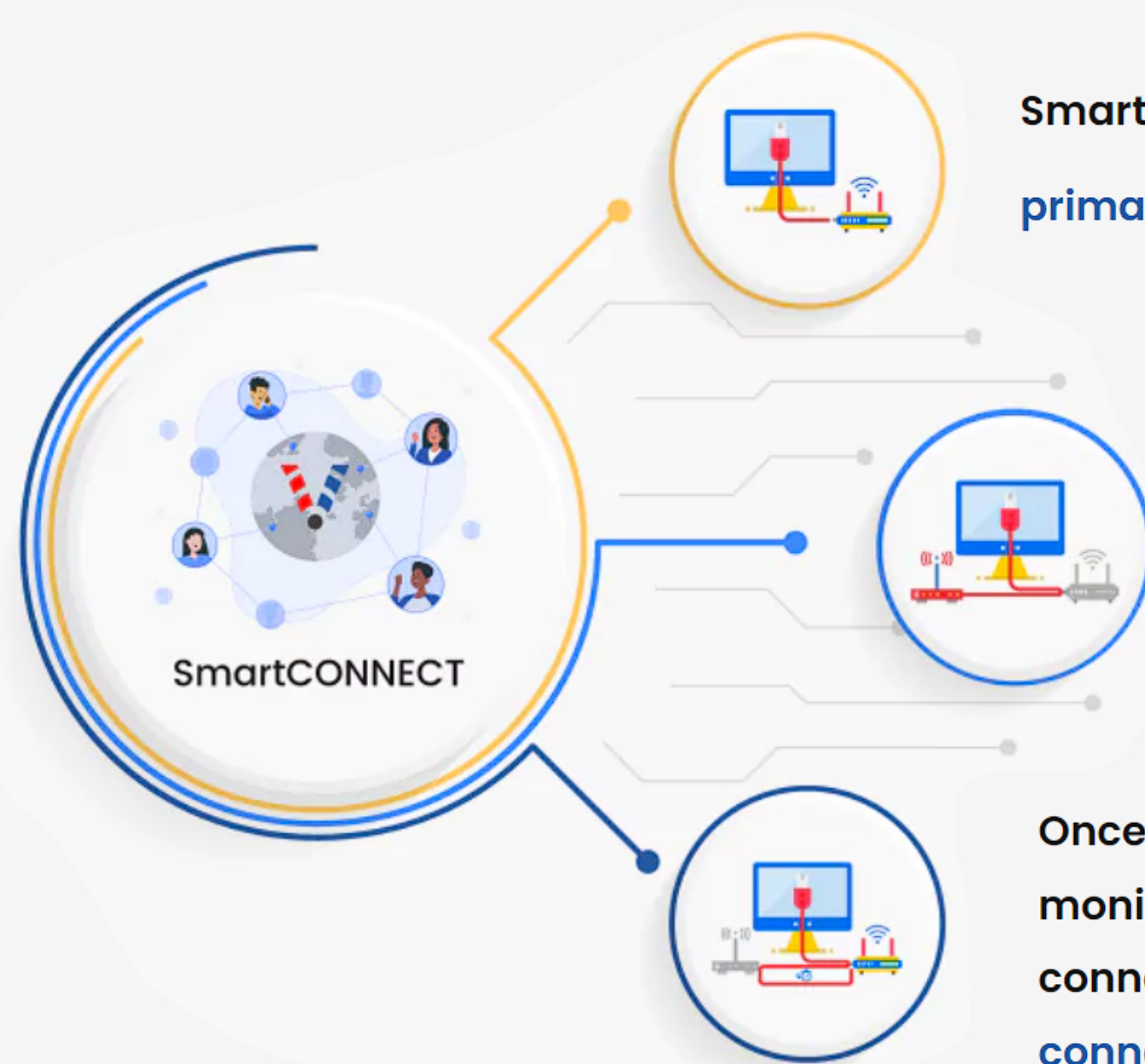
Achieved a significant reduction in the overall expenses related to internet and phone services.



Consolidated Customer Support

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

How SmartCONNECT WORKS



SmartCONNECT™ monitors your primary internet connection

When there is an outage on your primary internet, SmartCONNECT™ switches your service to a **secondary connection** within seconds and you will not be impacted by the **outage**.

Once primary internet is restored, SmartCONNECT™ will monitor the connection for **5 minutes** to ensure the connection is healthy and then switch back to **the primary connection** again.

Business Implications

In the restaurant industry having Reliable Internet and Phone service is critical to profitability and success. Having one partner that can provide a solution that is always available and secure should be table stakes, not the exception. Vivant seamlessly manages and provides these services to Jimmy John's franchisees throughout the country.

This has ensured seamless service during critical business hours and significantly lowered telecommunication expenses.



Dan Texter

2 reviews



2 days ago

NEW

I have installed 6 restaurants with Vivant. Before Vivant, we would have several days per month where we would lose the internet. We lost sales and had to manually write down CC info, which is a pain and not very secure. Since Vivant, we have had NO downtime across the 6 stores where we lost internet and couldn't continue to operate. They also cover our PCI compliance 100%. I hope to one day, use their POS Offering, MilagroPOS!



Douglas Law

4 reviews



2 months ago

The people who work here are extremely personable and care about the customer. Their services are far better than anyone I have had in my stores. As a business owner it is important to be able to process payments at anytime. With Vivant back up internet, I never lose that ability or that paying customer. I highly recommend this company to all of my fellow business owners. John, Kristy, Hamed, David, and the entire support staff make life easier knowing they are only a call or text away.



Premium Loaves

1 review



a month ago

Vivant makes my (work) life much easier! We have SO many vendors to deal with so it's nice to have all of our phone/internet (& more) services managed by ONE company. Even better - their service is AMAZING! They are quick to respond & always willing to help me (no matter how ridiculous my request is).

"Poor internet connection was hampering our restaurant's operations and customer experience. Thanks to Vivant, we now enjoy seamless connectivity, enhancing both productivity and guest satisfaction."

~ Jimmy John's Franchisee



More Reviews



Kylee Hennig

1 review

★★★★★ 6 days ago **NEW**

Vivant has simplified our work life! We love having our phone, internet and so many other vendors condensed into one with Vivant. We especially love how Vivant has saved us so much money!



Paul Dabill

1 review

★★★★★ 2 months ago

Switched to Vivant for our phone and internet service at our 5 restaurants. Saved us a ton of money. Great customer service. Highly recommend.

GET IN TOUCH WITH US

We would love to share how we can help your business and help you tackle any pain points before they happen!

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

Visit our website
VivantCorp.com

