

COWBOY CHICKEN

How Vivant Solved a Connectivity Crisis

Customer Success Story

Cowboy Chicken, a beloved restaurant chain known for its wood-fired rotisserie chicken, was facing a serious threat to its operations. Read more.



BACKGROUND



Cowboy Chicken is a fast-casual restaurant chain specializing in wood-fired rotisserie chicken. Founded in 1981 in Dallas, Texas, the company has grown to over 30 locations across the United States. Cowboy Chicken is known for its commitment to quality ingredients, using fresh, all-natural chicken and homemade sides.

INDUSTRY: Fast Casual Restaurant

LOCATIONS: 30



Vivant is your one-stop managed connectivity service provider guaranteeing no internet and phone service outages through our SmartCONNECT™ technology.

By proactively managing your network, internet, and phone service, we make it simple for local, regional, and national businesses to stabilize operations with enterprise-grade connectivity, mitigate risk with valuable automations, support services, and unify all connectivity services with one proven partner.

THE CHALLENGE: A FLAWED NETWORK INFRASTRUCTURE

Cowboy Chicken's Connectivity Challenges:

- **Unreliable Connections:** Frequent outages despite investing in backup connections
- **Flawed Redundancy:** Redundant internet connections running on the same broadband circuit, offering no true backup
- **Insufficient Backup Solutions:** Poorly implemented backup systems, contributing to downtime





COWBOY CHICKEN'S CONNECTIVITY CHALLENGES:

- **Faulty Hardware:** Defective equipment further exacerbating connectivity problems
- **Weak Signal Strength:** Inadequate signal strength leading to unreliable connections
- **PCI Non-Compliance:** Network setup not meeting Payment Card Industry Data Security Standards (PCI DSS) requirements

THE SOLUTION: 100% CONNECTIVITY UPTIME WITH VIVANT'S SmartCONNECT

- **Streamlining Connections:** Vivant removed unnecessary internet connections, saving Cowboy Chicken money while maintaining reliability.
- **SmartCONNECT:** Vivant deployed SmartConnect to ensure robust internet backup, automatically switching to a secondary connection if the primary one failed.
- **LTE Enhancement:** Vivant added LTE solutions to further bolster connectivity during primary internet outages.
- **PCI Compliance:** Vivant proactively addressed PCI standards by segmenting networks for POS systems, VoIP phones, guest Wi-Fi, and vendor connections. This improved security and streamlined operations across all Cowboy Chicken locations.
- **Standardized Infrastructure:** By implementing consistent infrastructure and adhering to strict compliance measures, Vivant significantly upgraded the restaurant chain's network connectivity setup.

THE RESULTS: A TRANSFORMED NETWORK & HAPPY CUSTOMERS

The partnership with Vivant yielded significant results for Cowboy Chicken:

- **Enhanced Reliability:** Eliminated internet outages and disruptions
- **Improved Customer and Employee Experience:** Enhanced employee efficiency and customer satisfaction
- **Data Security:** Achieved PCI compliance, positioning Cowboy Chicken for success in the data-driven business landscape
- **Cost Savings:** Monthly cost reduction compared to previous providers
- **Operational Efficiency:** Streamlined management and increased efficiency across all locations

HOW VIVANT GUARANTEES 100% UPTIME

Vivant's SmartCONNECT solution is the key to guaranteeing uptime:

Proactive monitoring: Tracks the primary internet connection (AT&T, Spectrum, etc.) around the clock.

Automatic failover: Switches to the LTE backup instantly in case of primary internet issues.

Comprehensive hardware: SmartCONNECT firewall and dual SIM cards (AT&T and Verizon) provide robust redundancy.

CONCLUSION: A Recipe for Success

The **Cowboy Chicken** and **Vivant** partnership exemplifies the power of **SmartCONNECT** solutions. By addressing underlying issues, building a robust network infrastructure, achieving PCI compliance, and realizing cost savings, Vivant not only solved immediate problems but also set Cowboy Chicken on a path toward long-term success in an increasingly digital world.

This case study underscores the importance of strategic planning and comprehensive connectivity solutions for businesses. It also highlights the crucial role technology partners like Vivant play in ensuring seamless operations and delighted customers.



GET IN TOUCH WITH US

Find out why Vivant has been a trusted business partner for thousands of mid-market and multi-business units like yours.

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

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