

LONGHORN STEAKHOUSE

Longhorn Steakhouse Sizzles Up Revenue and Customer Satisfaction with Smarter Internet

Customer Success Story

For Longhorn Steakhouse, unreliable internet was costing them in lost revenue, frustrated customers, and operational headaches. That is until they partnered with Vivant to transform their connectivity.



BACKGROUND



Longhorn Steakhouse, founded in 1981, is a popular American casual dining restaurant chain known for its expertly grilled steaks, bold flavors, and warm, inviting atmosphere. With hundreds of locations across the United States, Longhorn Steakhouse prides itself on using fresh, high-quality ingredients and providing a memorable dining experience for steak lovers.

INDUSTRY: Casual Dining Restaurant

LOCATIONS: 607 (as of Jan 2024)

**Vivant is servicing 7 locations in the San Antonio area.*



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: EXPENSIVE AND UNRELIABLE INTERNET



Longhorn Steakhouse relied on a single, expensive dedicated fiber connection. While fiber is often reliable, outages did happen. These outages had serious consequences:

- **Lost online orders:** Unable to process transactions
- **Missed reservations:** Customers couldn't book online
- **Credit card processing failures:** Increased risk of declined payments
- **Downed phones:** Loss of communication with customers

THE SOLUTION: DUAL CONNECTION WITH FAILOVER AND MANAGED INFRASTRUCTURE

Vivant implemented a comprehensive solution to address Longhorn Steakhouse's challenges:

- **Cost-effective broadband:** Vivant replaced the costly fiber with a faster, more affordable broadband connection.
- **LTE failover:** Added a cellular LTE connection for seamless backup when broadband experiences disruptions.
- **PCI-compliant firewall:** Provided security for sensitive data while maintaining cost savings.
- **Managed network infrastructure:** Vivant installed managed switches and Wi-Fi, giving them proactive control and monitoring.

THE RESULTS: INCREASED REVENUE, 100% RELIABILITY, AND CUSTOMER SATISFACTION

This transformation brought significant benefits to Longhorn Steakhouse:

- **100% Uptime:** Zero major outages in four years.
- **22% cost reduction:** Significant monthly savings.
- **Increased revenue:** Minimized losses from online orders, reservations, and credit card processing.
- **Improved employee satisfaction:** Staff was able to maintain a smooth operation instead of scrambling during an outage.
- **Happier customers:** Consistent online ordering and a seamless experience.

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

Longhorn Steakhouse's story shows restaurants don't have to accept unreliable internet. By partnering with Vivant, they achieved the cost savings, reliability, and customer satisfaction essential to thriving in a digital world.

Is your restaurant suffering from internet outages as Longhorn Steakhouse did? Contact Vivant today to explore how we can optimize your connectivity and increase your bottom line!



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.](#)

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[VivantCorp.com](https://www.vivantcorp.com)

