

## Casual Dining Restaurant Data Migration, Technology Refresh

### Customer Business Requirement

Our client needed to upgrade and standardize the point-of-sale technology in all of its 360-plus restaurants in the U.S. Because downtime was out of the question, our work had to be done with little or no disruption to the daily business of preparing and serving meals. What's more, we operated on an accelerated timetable to coordinate the upgrade with the activation of a satellite system by a third party vendor.

### The Bailiwick Difference

This particular client was unhappy with the performance of a previous IT deployment company and wanted to establish a new IT partnership. Bailiwick got the call because we're experienced in dealing with large scale, detailed projects that operate on tight deadlines. We can deploy highly trained Bailiwick Project Managers. And we can call on field resources on short notice anywhere in the country.

### Project Services Overview

#### Project Management

Bailiwick's solution included seven elements:

- Project management
- Cable installation
- Server installation
- Data migration
- Credit/gift card terminal installation
- PSTN telephone line reconfiguration
- Site documentation

#### Size of Project

This project covered more than 360 restaurant sites in 48 states. Tight deadlines required our Project Managers to simultaneously supervise and coordinate technicians and other field personnel as they installed and configured equipment at multiple sites across several time zones.

#### Project Management

To simplify the process and make it as easy as possible for the client to follow our progress, Bailiwick's Project Manager served as the sole



### PROJECT OVERVIEW

**Industry:**

**Casual Dining Chain**

**Project:**

**Data Migration/  
Technology Refresh**

**Timeframe:**

**Eight weeks**

**Size:**

**More than 360  
restaurants**

# BAILIWICK

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contact for all client communications. At the same time, the PM managed the deployment, from scheduling to installation to final client signoff.

### Cabling and Server Installation Service

Bailiwick installed and tested four new CAT5 cables running from the registers to the back office area at each site. This portion of the project occurred during off hours to minimize disruption to the restaurant's business. In addition to connecting existing registers to the new cable, our technicians also connected and installed new credit/gift card terminals, installed a new computer that also functioned as a server and reconfigured existing PTSN telephone lines.

### Data Migration

Because each site had stored data that was specific to that restaurant, a seamless transfer of data from old to new equipment was essential. Our technician transferred the data to a new PC and ran an automated script to extract and convert the migrated data on the new machine. Finally, according to our protocol, he ran tests to confirm that the new system was fully operational.

### Site Documentation

According to our usual practice, at the end of the project, we delivered a documentation package to the client via SharePoint, our online collaboration



tool. The package included detailed information about the technical assets of each location, digital photos and completed acceptance forms.

### Summary

Our ability to react quickly to last-minute schedule changes and adjust to the needs of particular locations proved essential to successfully completing this project.

### Customer Contacts

If you have questions about specific projects, please call us at [1.800.935.8840](tel:1.800.935.8840) for more information. We'll be happy to provide you with references and more details.

**IT IS OUR BAILIWICK.** By definition, the term bailiwick refers to an area of expertise or knowledge. No wonder, then, that we are a company of knowledgeable, genuine, agile people who apply their experience and expertise in IT services to create value for leading corporations nationwide.