



Solution: Cradlepoint NetCloud Service ■ **Industry:** Hospitality ■ **Use Case:** Hybrid WAN

Nando's Spices Up Network Architecture with Hybrid WAN Solution in South Africa

Cradlepoint's cellular-enabled routers enable Infoprotect to manage restaurant chain's network connectivity and security at hundreds of locations



Having reviewed several partners, we knew that Cradlepoint and Infoprotect offered the most secure and best product. I have been able to sleep much sounder at night knowing that our connectivity estate is in safe hands."

Daniel Harmse, chief technology officer, Nando's South Africa

Success story highlights

Challenges — With hundreds of sites across South Africa, Nando's, the renowned restaurant chain known for its PERi-PERi flame grilled chicken, was facing a significant enterprise networking challenge. The company needed strong connectivity to support smart technology, customer Wi-Fi, and point-of-sale systems, which can strain networks — especially in outlying areas that lack access to established infrastructure. Even a little downtime in a single restaurant can result in thousands of rand in lost revenue.

Solution — Nando's South Africa (SA) implemented Cradlepoint's NetCloud Service and cellular-enabled hybrid WAN routers in all of its restaurants. Infoprotect helps the company manage connectivity and security — and troubleshoot network problems — from anywhere through NetCloud Manager.

Benefits — Nando's now has a unified and stable communications platform across all of its restaurants in South Africa — a system that can easily be scaled up and down depending on demand. With IT spending far less time on outage remediation, Nando's can place its attention on creative new ways to continue improving the dining and customer service experience.

Background and challenges



Photo source: Wikipedia by Jrockley

Nando's SA started in 1987, with the first restaurant opening in Rosettenville, Johannesburg. Now there are more than 1,200 Nando's restaurants serving PERi-PERi chicken in 22 countries around the world.

Nando's restaurants have evolved a great deal, with each restaurant now needing to support more than just point-of-sale (POS) systems and back-office PCs. For Nando's, digital platforms, guest Wi-Fi, and other cloud platforms all need to be supported by resilient and flexible connectivity. If any of these systems fail, Nando's loses its competitive edge in customer experience.

In short, Nando's needed a comprehensive solution that could support multiple types of wide-area network (WAN) connectivity with little to no downtime, provide guest Wi-Fi, and be managed remotely by the IT team.

Solution

In hundreds of Nando's SA restaurants, Infoprotect helped the company deploy Cradlepoint's hybrid WAN wireless edge routers — supporting wired and 4G/5G connectivity — that are purpose-built for fixed locations. The IT team, along with Wi-Fi 6, manages connectivity and security through Cradlepoint NetCloud Manager for single-pane-of-glass monitoring and troubleshooting from anywhere.

“Having reviewed several partners, we knew that Cradlepoint and Infoprotect offered the most secure and best product,” said Daniel Harmse, Chief Technology Officer at Nando's SA. “I have been able to sleep much sounder at night knowing that our connectivity estate is in safe hands.”

Solution benefits

Upgrading its network infrastructure has helped Nando's improve the restaurant experience while simplifying the process of addressing network disruptions.



Operating in South Africa means cost is always a factor. The country has faced many challenges over the last few years, and people are more cost conscious about where investment is spent. However, making the case for improving connectivity has been made much easier through these solutions. It supports sales on our digital platform and gives all of us peace of mind that our stores are supported 24/7.”

Daniel Harmse, chief technology officer,
Nando's South Africa

Having a standard branch networking solution across the entire Nando's SA footprint ensures that all restaurants are operating at the expected level, which includes reliable guest Wi-Fi and critical applications such as online ordering platforms that help maximise revenue.

Infoprotect uses NetCloud Manager to remotely identify problems at the widespread Nando's SA restaurants, greatly reducing the demand on IT manpower. For instance, in the last two and half years, engineers have only needed to be physically sent to sites three times, meaning not only is Nando's saving money, but also resolving issues much faster than before.

The new systems also have allowed Infoprotect to become more proactive in how it manages stores. The ability to easily and quickly see when a failover has occurred enables Infoprotect expedite resolution of the problem — and frees up the Nando's IT team to spend more time on digital transformation projects.

Nando's can focus on experimenting with new technology, such as connected cameras that analyse where people spend the most time in stores — giving valuable information to Nando's executives on how they should design future stores and where investment would be most beneficial.

“Having this solution has made managing our network infrastructure so much simpler. It is enabling us to focus on trialling new technology to make restaurants more efficient and improve the customer experience. If we didn't have the right partner in place to help us do this, we would quickly fall behind our competitors,” Harmse said.

Learn more at [cradlepoint.com](https://www.cradlepoint.com)



Photo source: Wikipedia by Ragesoss