

Case Study: Restaurant Industry

Solid IT Backbone Enables Business Continuity Through Pandemic



Summary

Secure storage environment for critical sales and financial data

Hybrid backup strategy ensures data is constantly protected and accessible

High performance VPN connectivity enables business continuity

Results

“ The benefit of working with DartPoints is reflected in the sense of security we have housing our data and server systems in their facility. We can rely on DartPoints, and knowing our systems are running properly, we can focus on other tasks instead of wasting time making sure our servers are running.”

Cody Reid

IT Systems Administrator at
Tupelo Honey Café

The Client

Tupelo Honey Café is a Southeastern-based restaurant chain that focuses on a revival of Southern food and traditions. The popular restaurant originated in downtown Asheville, NC, and the company has since expanded its footprint to include 18 locations across the U.S.

Challenge

In the midst of a heavy growth phase, Tupelo Honey Café knew it was time to partner with an IT provider who could provide a secure and stable environment to house their data and systems and relieve some of the burden on their internal IT team. As a private company, it's important to Tupelo Honey Café to have their proprietary financial data protected in a secure area. The restaurant group also needed a reliable business continuity solution to ensure their team members have access to the critical sales and financial data that keeps their business operations running across the country.

Solution

It was important to Tupelo Honey Café to work with a provider who came with positive recommendations by their peers. With DartPoints' excellent reputation and close proximity to the company's headquarters, DartPoints' Asheville, NC data center was the perfect fit for Tupelo, allowing for quick access to their hardware should they need it. DartPoints' Asheville facility provides a safe and secure storage environment to protect the restaurant's critical data. DartPoints helped Tupelo Honey Café setup a hybrid backup strategy with multiple backup sources for their replicated sales data, which is updated on an hourly basis, for increased security and assurance that team members can access their critical data in case of a local failure or outage.

Results

Due to Covid-19 restrictions, Tupelo Honey Café needed to restructure their operations in order to keep their locations open and continue to offer carry out services. Having already partnered with DartPoints, the restaurant was fortunate to have the IT infrastructure in place to provide the agility and support they needed to make the necessary changes to stay in business. DartPoints helped the company setup a VPN so that critical team members were able to continue working remotely and access sensitive data over the VPN. With their sales data and financial reporting housed in DartPoints, the company's financial and accounting teams were able to access the critical information so that they could continue to make crucial business decisions and keep their restaurants open throughout the pandemic.

