

PAR EverServ® Remote Care Case Study – Proactive System Monitoring

Proactive monitoring of POS system is not a common practice for restaurant and hospitality companies. Most companies wait for problems to happen and then call for support. With PAR EverServ Remote Care we can proactively monitor your system and call you when there is a problem or, better yet, in many cases we correct issues before they become a problem – avoiding potential interruptions to you or your business.

Real-world Example of PAR’s Proactive Monitoring

While monitoring one our customer’s network of stores with PAR EverServ® Remote Care, we identified an issue with a VPN client that is loaded on their systems to enable the franchise owners to remotely access their store information when they are away from their store. Working with our Support Center, we noted that the VPN client was causing approximately 155 support cases a month. After further investigation, we identified that the VPN client was shutting down unexpectedly or not restarting properly when the system was rebooted.

This issue resulted in numerous customer support calls from franchisees to resolve the problems, which interrupted their ability to efficiently manage their operations. To solve the problems, PAR Support would restart the VPN client which allowed the franchisee to re-connect and get back to work.

Solution

As soon as we identified the issue, we immediately began including a check and restart of the VPN client as a routine part of all future scheduled reboots that were required during routine software updates. In addition, we began using the powerful monitoring and automation capabilities of PAR EverServ Remote Care to quickly design a monitoring set and an automated resolution script to address this issue. We then deployed it to hundreds of the chain’s sites overnight.

Results

Immediately after taking the actions above, we saw a significant drop in support cases relating to this issue after an upgrade activity and the month following implementation of the solution, the cases for this issue dropped to almost none. Now store managers can spend more time focusing on their customers and running their business and less time worrying about technology issues.

