

# Major Restaurant Brings SmartLink™ Onboard to Manage its Network

## KOWLOON®

Established in 1950, a major east coast restaurant, has grown to become one of the premier multi-concept dining establishments in the U.S. With seating for 1200 guests, it is also one of the largest ethnic restaurants in the country.

According to the owner, since his restaurant is operated independently, he wears many different hats, as there is no dedicated IT department to help with business issues. He was not even aware managed network solutions existed to help with network issues until he was approached by Heartland Payment Systems™ and the SmartLink team in late 2013.

Since implementing SmartLink, however, he says he has a much easier time sleeping at night.

"It was eye opening," said the Independent Restaurant Operator of his introduction to SmartLink. "The fact that SmartLink offers 24/7 network monitoring, especially in this age of security threats, is huge for us." He added that this feature—in particular—has provided him with a peace-of-mind.

This restaurant has SmartLink's Cellular Broadband Back-up, plus a secure managed network, including a number of Micros 3700 POS stations operating on a network segment securing the Cardholder Data Environment (CDE). They are also currently moving their security monitoring camera system onto SmartLink to take advantage of remote monitoring.

Prior to implementing SmartLink, The restaurant Operator said his restaurant operation was fragmented because he used a variety of different providers to accomplish what SmartLink does. "Now we have just one-stop, one phone call, and the pricing is competitive to what we were paying with the other providers."

With custom design, security controls and managed guest and business Wi-Fi, established specifically for this restaurant, SmartLink has relieved this restaurant from the burden of finding the right network solution for connecting the many communicating devices and applications the restaurant is using. SmartLink is also making it easier to add mobile tools and applications that are changing the way the modern restaurant is now operating.

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And, so pleased was this Independent Restaurant Operator with Heartland's servicing and support during the SmartLink implementation, that he said he's also looking to use Heartland for their credit card processing once its contract with their current provider is up.

"The implementation process was seamless. The Heartland team came in, looked at our current setup and systems to determine what was needed and got it done—without any issues. This is a great opportunity that will benefit our operation."

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*Major Independent Restaurant Operator*

## Heartland