adaptiv networks

Adaptiv Business Connect
an SD-WAN case study

Pizzeria Mozza

641 North Highland Avenue
Los Angeles, CA 90036
https://la.pizzeriamozza.com/

Widely recognized as one of the best pizzerias in the country, Pizzeria Mozza is known for its California ingredients and a much-talked-about crust.

"Pizzeria Mozza isn't just a restaurant. It's an action film, a master class in the art of making pizza, a trip through Italy's wine regions and a magnet for a diverse crowd of hungry diners only Los Angeles could muster."

– LOS ANGELES TIMES

The Challenge

Restaurants rely on Internet access to support operations and deliver a connected dining experience for their guests. Pizzeria Mozza offers dine-in and take-out services with delivery and nationwide shipping. While understanding reliable network connectivity is essential for back-of-house operations and processing take away orders, Pizzeria Mozza also knows that online reservations and guest wi-fi access is expected as part of the guest dine-in experience.

Pizzeria Mozza was suffering from a single point of internet failure for their voice and POS machines, as well as their food delivery system. Internet outages occasionally disrupted their entire operation, including credit card processing, phone calls, online orders, and meal delivery. A 30-minute outage can cost upwards of $1,000 or more in lost sales and potentially more... if loyal customers begin to frequent competitors based on non-availability. Most solutions to these outages are considered quite expensive.

Pizzeria Mozza wanted an unbreakable Internet connection that would eliminate network downtime, preventing disruptions to restaurant operations. The solution would also need to be simple and cost-effective, so that Pizzeria Mozza could stay committed to their triple bottom line - "people, planet and profit."

iTelecom

The Solution Provider

iTelecom is the leading technology solution architect and managed service provider that carefully evaluates telecommunication, connectivity, and cloud solutions. This ensures they only bring best-in-class products and services to the channel. In 2020, iTelecom reimagined the agent experience and launched iAgent, a first-of-its-kind app that saves agents time and allows them to make more money by putting everything they need at their fingertips.

iTelecom recognized the ideal solution was Adaptiv Business Connect. This would be the simple, cost-effective solution that would ensure Pizzeria Mozza had the reliable high-performance connectivity that it wanted at a price that fits their budget.

The Solution

Adaptiv Business Connect is a scalable SD-WAN solution for customers with one or hundreds of locations. It provides industry-leading seamless link failover that guarantees the customer location stays connected when a broadband link outage occurs.

This solution offers smart connectivity that also includes traffic shaping, prioritization, and quality assurance for business-critical applications such as calls, ordering and payment systems. This provides affordable cloud-managed connectivity with remote network visibility and control that's managed by certified iTelecom professionals, with no on-site customer IT skills required by the Pizzeria Mozza staff.

iTelecom installed the Adaptiv Business Connect solution with two Internet connections. While either broadband connection alone is subject to occasional performance issues or links outages, the Adaptiv solution combines them into an unbreakable Internet connection that keeps the entire restaurant connected through link outages.

- Link 1: AT&T – 100Mbps / 100 Mbps
- Link 2: Spectrum – 200 Mbps / 10 Mbps

Adaptiv Business Connect is an SD-WAN product that's pre-provisioned prior to customer site delivery. iTelecom customized the solution based on Pizzeria Mozza's requirements ensuring the equipment installation was seamless and easy.

The Outcome

The SD-WAN installation was completed with zero business disruption thanks to the iTelecom experts who remotely managed the process. The pricing was structured in a way that costs Pizzeria Mozza less than 1/2 the cost of many alternative SD-WAN solutions.

iTelecom provides ongoing support with no on-site IT expertise required by Pizzeria Mozza staff. The Adaptiv SD-WAN cloud provides visibility and control for iTelecom to monitor and manage the Pizzeria Mozza network.

Should Pizzeria Mozza experience any networking issues, iTelecom's support team is able to remotely troubleshoot and solve problems using the Adaptiv SD-WAN Cloud portal to optimize the service performance.

The Results

The Adaptiv SD-WAN Cloud provides online access to view network performance in real-time. Additionally, monthly network performance reports provide a snapshot of how well the Pizzeria Mozza network is performing.

Network latency, jitter and packet loss are constantly monitored, and this data is tabulated into a composite QoE score that indicates the network quality-of-experience. QoE data is tracked for Pizzeria Mozza's SD-WAN overlay connection, and for both of their individual broadband connections.

Adaptiv Business Connect intelligently steers network traffic to avoid occasional broadband outages and performance issues. This eliminates downtime and ensures business-critical applications provide the optimal user experience for Pizzeria Mozza staff and their guests.

Monthly snapshot email reports show the effectiveness of the Adaptiv Business Connect solution, quantifying how much downtime and network performance issues were prevented.

This March 2022 report shows the Pizzeria Mozza network performed well with zero downtime and no performance issues for the month. The individual connections, however, did have some performance issues. Pizzeria Mozza avoided 5 hours of Major Performance Issues, and 10 hours of Minor Performance Issues thanks to the benefits provided by Adaptiv Business Connect.

Network News		
Network Outages Avoided	Minor Performance Issues Avoided	Major Performance Issues Avoided
N/A	5 Hours	10 Hours+

ISP Information				
Service Provider	Provider Uptime	Network Outages	Minor Performance Issues	Major Performance Issues
Adaptiv	100.0%	0 min	0 min	0 min
Spectrum	100.0%	0 min	220 min	380 min
ATT	100.0%	0 min	80 min	240 min