Restaurant Group Smooths Information Transfer

Upgraded communications network allows Wataniya Restaurants to synchronize data efficiently, reliably, and securely.

Customer Name:	**Wataniya Restaurants**
Industry:	**Food Service and Hospitality**
Location:	**Doha, Qatar**
Company Size:	**300 employees throughout the Middle East**

Business Impact

- **Increased productivity through quick synchronization process**
- **Secure transmission of commercially-sensitive data**
- **Easy scalability, as new locations need only a router**
- **Cost-effective, flexible, easily-managed VPN solution**

Business Challenge

Operating and evaluating the performance of 200 restaurants in several countries require the efficient, reliable, and secure transfer of large amounts of data. Wataniya Restaurants operates restaurants across Qatar and in Egypt, Lebanon, Saudi Arabia, and the United Arab Emirates. The company is currently in the process of opening 28 new locations as it pursues its aim of being the Middle East's highest-quality food service and hospitality provider.

Every Wataniya restaurant must regularly synchronize its data with that held at the company's headquarters in Qatar. Before the Cisco® solution was implemented, the synchronization process required users at each location to log on and perform data synchronization manually through the use of Dynamic DNS software. This method of data synchronization was laborious, and because the data was not encrypted, it was exposed to many security risks during transfer across the internet. Additionally, the process was found to be unreliable, because manual intervention was often required to start or maintain synchronization.

The inadequate nature of this process was consuming management time that could otherwise be used to manage and enhance the core aspects of running Wataniya's restaurants.

Solution and Results

Wataniya now uses a VPN that allows each restaurant to synchronize data quickly with the company headquarters.

The VPN was established using an adaptive security server at the headquarters, which communicates with routers at each restaurant. This method allows data to flow at broadband speeds, without the need for costly connections at each site.

At each restaurant, an administrator can link quickly with the Wataniya headquarters. Unlike the previous system, no training or specific system knowledge is required, making the new VPN manageable and easy to use by any member of the management team.

For Wataniya, the expansion plans for the remainder of 2009 and well beyond are easily accommodated. For a new restaurant to begin synchronizing with the headquarters, nothing more is required than the configuration of a router.

Security is the final, yet perhaps most significant benefit of the VPN introduction. No longer is unprotected data transmitted between Wataniya and its restaurant sites. Instead, all traffic between the user desktop and the office site is encrypted, providing a secure alternative to the previously used private dialup method of data synchronization.

> "As a result of the Cisco based solution, implemented by e-enterprise (e3), synchronizing data between Wataniya's headquarters and its 200 restaurants is now a simple process. Our data is secure, and new restaurants can easily join the network at virtually no additional cost. This flexible and cost-effective solution means that our management team can now focus less on administration and more on running the restaurants."

Tarek Terk
IT Manager, Wataniya Restaurants

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