Central by LogMeIn

Au Bon Pain

au bon pain

- **Industry:** Restaurant

- **Headquarters:** Boston, Massachusetts

- **Number of Employees:** 4,000

"It's pretty simple: when a café's point-of-sales system isn't up, the café's down. By keeping our POS up and running, Central is helping us make money. And because it's making us more nimble, we're saving money because our technicians are more efficient and productive."

–Chris Incorvati, Director of Café Technology

Challenge

From its headquarters in Boston, bakery-café chain Au Bon Pain keeps tabs on the point-of-sales (POS) equipment and back-of-house servers that keep business humming in their hundreds of locations throughout the chain. Keeping their POS systems in good running order is essential to Au Bon Pain's success. Downtime can easily translate into long lines and lost revenue. The company had been using Microsoft's Remote Desktop Protocol (RDP) when it needed to access these machines, but RDP had limited functionality and it slowed down the network and degraded system performance. These bandwidth problems often interrupted service in the cafés and in turn negatively impacted revenue to the café. The company also needed a reliable solution to perform regular POS updates and provide additional security features, as required for PCI compliance.

Solution

To manage the 700+ terminals and 160 back-of-house servers running throughout its operations, Au Bon Pain chose LogMeIn Central. Central allows businesses to remotely monitor and manage computers, and automate routine tasks and take care of other IT processes without interrupting end users. With Central, Au Bon Pain can access computers throughout their chain, allowing them to easily and flawlessly handle troubleshooting, programming, and configuration. A key feature for Au Bon Pain is Central's flexibility, which gives them the ability to access services remotely, transfer files, check what's running in the background, and see what their end users are seeing. Security is also critical. Au Bon Pain takes advantage of LogMeIn's two-factor authentication for secure back-and-forth transactions, and to control different levels of end-user access.

Results

Today, 25 employees – POS programmers, IT, helpdesk technicians, along with POS software vendors and their helpdesks – regularly use Central. Even in the early stages of Central's rollout, Au Bon Pain is beginning to see results:

- Alerts and monitoring enable them to see when a POS is off-line, and get it back up and running even before the end user knows there's a problem.
- IT is able to address issues behind the scenes while regular work is being carried on without interruption to activity on the terminal at the other end.
- Through Windows updates and two-factor authentication, Au Bon Pain meets PCI compliance and ensures their operations are running securely.

Central transformed Au Bon Pain's POS management. Now employees in the global headquarters and across the world can manage and maintain terminals and in-house services from wherever they're located. This was critical during Boston's recent record-breaking winter of snow, when employees were able to use Central to get their work done remotely and keep stores in warmer climates up and running.