

CASE STUDY: Panera Bread



OVERVIEW

Panera Bread is an American chain store of bakery-café fast food restaurants with over 2,000 locations, all of which are in the United States and Canada. Its headquarters are in Sunset Hills, Missouri. The chain operates as Saint Louis Bread Company in the Greater St. Louis area.

CLIENT CHALLENGES

- ✓ Legacy connectivity aggregator lacked structure, consistency & client tools in Project Management Office (PMO), support & billing
- ✓ Reactive vs. proactive support from the Network Operations Center (NOC)
- ✓ No visibility into inventory & ticket info
- ✓ Broken workflows with ordering & implementation
- ✓ Lack of options & due diligence to deliver diverse & alternative circuit availability

NETRIO SOLUTION

- ✓ Connectivity solutions (broadband & DIA) for 1,000+ of their locations leveraging 10 underlying providers
- ✓ Proactive monitoring & notifications (ICMP polling)
- ✓ Project Management Office (PMO) service activation with dedicated project manager
- ✓ Network Operations Center as a Service (NOCaaS)
- ✓ Weekly reporting
- ✓ Inventory management system

WHY NETRIO?

- ✓ Operational expertise – deep experience managing diverse carriers
- ✓ Best in class aggregation of carrier services with 100+ wholesale agreements
- ✓ Maturity of processes, systems & tools (onboarding, support & billing)
- ✓ White-glove support model including 24/7/365 support
- ✓ Methodical onboarding & implementation process with dedicated Project Manager

OUTCOMES

- ✓ **Business efficiency related to all aspects of circuit delivery: sourcing, ordering, provisioning, activation, support, management & billing**
- ✓ **Reduced downtime by implementation of proactive support model**
- ✓ **Cost reduction**