



## Golden Corral Restaurant Chain Picks Raritan's Service Management Solution to Keep an Eye on Operations and Guard its Critical Apps

### Overview

#### ***Excellent Service on the Menu for Restaurant Operators***

Since opening its first restaurant in Fayetteville, N.C. in 1973, Golden Corral® has added more than 480 restaurants in 39 states and is growing at the rate of 30 to 35 restaurants per year. Its recipe for success – based on providing great-tasting food for the best value, with friendly service – has been recognized by industry followers, including *Nations Restaurant News* and *Entrepreneur Magazine*. Both publications have rated Golden Corral as the top restaurant chain 10 years in a row.

To run its extensive operations, Golden Corral relies on more than 20 servers and network devices in its headquarters data center and in a hosted data center, both in Raleigh, N.C. The servers run the applications typical of any multi-site enterprise – external and internal Web sites, e-mail systems, financial applications, and communications – as well as solutions that poll restaurant workstations distributed throughout the country. The servers also support Golden Corral's centralized Web-based supply chain automation application – critical to sustaining its company-owned and franchised properties.

Golden Corral purchases products online from about 300 different suppliers and distributes them to its restaurants using a centralized distributor and six warehouses. Restaurants can order everything needed for operations online – including tableware, food items, uniforms, menus and signs. Even produce – typically purchased by restaurants locally – can be purchased online through Golden Corral's supply-chain application, which links to 70 to 80 different produce vendors around the country.

"Everything our restaurant operators need can be found and purchased on our Purchasing-Replenishment Web site," says Golden Corral CIO Don Clark.

### Customer Snapshot: Golden Corral

#### **Customer:**

Golden Corral – fast-growing, nationwide 480-restaurant chain

#### **Challenge:**

Mid-sized IT organization needs to do more with less to keep IT infrastructure running smoothly. Looking for a cost-effective way to keep the restaurant chain's critical services and applications up, while keeping IT staff costs down.

#### **Solution:**

CommandCenter® NOC (CC-NOC) installed to monitor network and systems uptime and detect potential intrusions.

#### **Raritan Partner:**

Prosys Information Systems

#### **Results :**

CC-NOC has improved uptime of critical applications by detecting problems before they impact service levels, including security breaches, and by speeding up problem resolution.

Golden Corral achieved a full return on investment (ROI) for the new Raritan solution in less than 16 months, based on improved uptime alone.

"As a franchisor, our goal is to provide turnkey operations for our restaurants. For new franchisees, we construct a building, provide all the equipment and furniture.

"Our centralized purchasing application is critical to our operations. With hundreds of restaurants in different time zones, our IT infrastructure needs to be up 100 percent of the time," adds Clark. "That is why we were looking for a service monitoring and intrusion detection solution for our data centers."

## Success Story – Golden Corral.

### Solution

#### Raritan Serves Up CC-NOC

The chain found its solution in Raritan's CC-NOC, an availability and performance management appliance that also provides intrusion detection and vulnerability scanning from a single dashboard. CC-NOC now monitors Golden Corral's network and servers both in the off-site data center and at headquarters.

When Raritan VAR Prosys Information Systems installed CC-NOC at Golden Corral, the reseller demonstrated CC-NOC's intrusion detection features, as well as other capabilities – such as network and systems performance monitoring, hardware and software asset tracking and the generation of various reports.

According to Kirk Robertson, LAN/WAN Supervisor at Golden Corral, "We were looking for an intrusion detection solution and we ended up with many more features as an added bonus. CC-NOC alerts our IS team of system outages. Whenever a server has gone down, whether intentionally or in an accidental crash, CC-NOC lets us know about it in real time. The box also helps us keep track of workstations and servers, including details on their software and hardware; the services running on them, or not running on them. It tells us how much physical memory each machine has, what printers are assigned to them, the type of network card they have and even the network drive mappings that are set up on them."

### Results

#### The Right Recipe to Increase Availability and Performance

Through a comprehensive management dashboard accessed using virtually any Internet browser, CC-NOC provides current information on Golden Corral's IT infrastructure. CC-NOC employs autonomic computing techniques to address and fix certain problems automatically. If there is a problem, CC-NOC sends an e-mail alert notification with an embedded link to the problem server, so that an administrator can access additional information on the device in distress in a single click.



"I like the fact that CC-NOC is always checking for vulnerabilities, as well as providing intrusion detection," says Robertson. "It quickly lets us know where our vulnerabilities are on our network, so that we can act on them proactively, rather than having to react to breaches. If for some reason an intruder does get past our security, the box will alert us immediately. I will get an e-mail notification on my Blackberry. From the CC-NOC dashboard that we can access from any browser, we can go in and find the IP address of the intruder and the port it came in on, so we can take care of the problem."

Prior to CC-NOC, Golden Corral's IT staff had to physically examine each of its hundreds of PCs and workstations to determine its hardware and software resources. CC-NOC now pulls all that information into its Web-based dashboard, saving time and simplifying IT management.

"We haven't had any issues with our service levels since we installed Raritan's CC-NOC," says Clark. "What's more, CC-NOC's network performance monitoring lets us keep our co-location host on their toes in terms of service levels."

## When you're ready to take control, do it with Raritan.

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Raritan is a leading provider of products for managing IT equipment and the mission-critical applications and services that run on it. Raritan's highly reliable and responsive IT management solutions - based on KVM (Keyboard, Video, Mouse) switches, serial console servers, management software and remote connectivity products - enable companies to proactively monitor and manage system health and vulnerability, as well as troubleshoot, access and repair faults from anywhere, at anytime. This simplifies and accelerates data center work processes – improving service uptime and staff productivity. Raritan's solutions are used to manage more than 50,000 data centers and other IT sites around the world. Raritan also serves the OEM market by developing advanced, hardware-based, remote-management components based on digital KVM-over-IP and IPMI technology. Founded in 1985, Raritan is celebrating over 20 years of technical innovation. Raritan has 36 offices worldwide, and its products are distributed in 76 countries. The European headquarters is located in the Netherlands. More information on the company is available at [Raritan.info](http://Raritan.info)

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