

CLIENT: TGI FRIDAYS
INDUSTRY: HOSPITALITY



THE CLIENT

TGI Fridays is one of the UK's most iconic restaurant brands, with over 66 restaurants across the country. The award-winning chain offers authentic, contemporary, and full-flavoured American food, signature cocktails, and a lively, personalised experience.

The chain has been in the UK for over 25 years and its popularity means it is still expanding, with several new sites planned to open over the next two years.

THE CHALLENGE

TGI Fridays needed to make technical, operational and commercial improvements to its business. It was looking for a company to provide all of its communications and IT infrastructure services for the restaurants and core network.

THE SOLUTION

This multi-phase project's first phase was the transition of the current WAN over to Astro's service provision, followed by the relocation of the entire virtual server infrastructure to the Astro data centre. Replacing all of the in-restaurant hardware in conjunction with the migration of the fixed and 3G connectivity without downtime or interruption to service was incredibly complex. However, Astro delivered on time and on budget with no interruption to trading capability.

Once the WAN was moved over and fully operational and the existing data centres and service centre were connected, Astro and the TGI Fridays team set about moving the entire primary data centre suite of servers.



JEREMY DUNDERDALE, HEAD OF IT FOR TGI FRIDAYS UK, SAYS...

"Combining the provision and management of all our services and infrastructure through Astro has enabled us to have better visibility of the service we offer and simplify troubleshooting of any issue. We are able to fully monitor and manage all issues and improvements within our infrastructure through the close relationship of a single partner. The drivers for change were a combination of a need for an improved level of service, an improved network performance and reduced total cost of ownership. We are very pleased with the initial results."