

The Old Spaghetti Factory Transforms Network, Voice and Security with Interface

Interface Services For OSF

Managed network and voice services, managed alarm

OSF at a glance

The Old Spaghetti Factory (OSF) first opened its doors in January 1969 in Portland, OR and is a family owned and operated franchise that specializes in providing a memorable dining experience for its patrons. Today, Old Spaghetti Factory restaurants can be found in over 40 locations across 13 states.

Website: www.osf.com

Headquarters: Portland, OR



Key Challenges

OSF wanted to streamline network and physical security to improve productivity, enhance safety and offer a superior guest and employee experience.

“We wanted to streamline operations and eliminate any roadblocks to grow our business,” said Travis Crownover, Director of IT at OSF.

Among the challenges facing their department:

- 1. Network:** The OSF IT team wanted to standardize network equipment across all their locations to increase efficiencies and reduce troubleshooting.
- 2. Phone systems:** Aging phone systems made operations difficult due to poor call quality and a lack of flexibility when systems failed.
- 3. Physical security:** Legacy alarm systems were complex to manage and maintain.

Solution

OSF implemented Interface’s comprehensive suite of network, voice and managed intrusion solutions to modernize outdated systems and streamline operations across their 42 locations.

“Interface’s restaurant-network-in-a-box has allowed us to upgrade to a high-speed, secure network at all our locations and reduced the need for our employees to spend time troubleshooting network issues.”

The restaurant-network-in-a-box guarantees 99% uptime and includes 4G wireless WAN failover.

OSF also chose to enhance their phone system with Interface’s [business VoIP solution](#). “We had really outdated phones at all of our units. Interface’s phone system gives us improved call quality and the auto-attendant feature allows us to handle customer calls at scale,” says Crownover.



“Restaurant-Technology-in-a-Box allows OSF to innovate and offer superior customer experience. Our employees can now focus on the customer and not worry about the network.”

Travis Crownover
Director of IT OSF

To improve security, Interface deployed its managed alarm solution. The new solution included a mobile application that enabled OSF employees to arm or disarm alarm systems via smartphones and easily handle alarm systems at any location they are deployed to without additional training.

Result

Since implementing Interface's suite of managed solutions, OSF has experienced significantly better network uptime resulting in improved employee productivity and better guest experience. "We've experienced network uptime of greater than 99% in all of our locations," says Crownover.


The managed alarm solution has streamlined security operations and reduced operating costs. "By making the switch to Interface for intrusion monitoring, we realized a cost savings of at least 30%," says Crownover. "Our restaurants rely on our IT department and Interface really helps us take a lot of the workload off of our own IT team."



Talk to Interface to understand how restaurant and retail chains can innovate faster with managed business security, business intelligence and purpose-built network solutions.

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