

Coordination is Key: Supporting a National Restaurant Chain

When needing multiple restaurant-wide solutions and installations, this company turned to a proven partner in TailWind

THE CASE

A premier Mexican fast dining chain with more than 575 locations nationwide requires constant support. Due to sheer size and volume, even minor updates within restaurants become all-hands-on-deck projects often needing quick turnarounds.

To maintain a consistent experience, they required:

- New point of sale systems
- Updated timeclock solutions
- Installation of new systems throughout stores

THE NEED

More than 400 stores required new POS systems and timeclock solutions, accompanied by cabling and wireless access points in under 100 days. After ongoing project-based work, the chain knew they needed a strategic partner with whom they trusted:

- Install new POS and timeclock solutions
- Coordinate and manage all technician support
- Finalize systems within a 100-day window
- Deliver ongoing hands-on technical support

THE ACTION

With a proven track-record of reliability through previous work together, the company asked TailWind to partner for a systems overhaul. The project tasked TailWind with providing:

- An improved POS system
- An updated timekeeping system
- Project management and coordination between all locations and technicians
- Completion of the project in under 100 days

THE RESULT

TailWind was able to install new POS and timekeeping solutions in all 400+ locations required in 90 days. This achievement finished well before the initial timeline through careful project management and location coordination. Throughout the project, TailWind was counted on for:

- A reliable, proven solution for POS and timekeeping
- Highly skilled, hands-on technicians to support and install at new and existing locations
- Ongoing guidance and expertise from a trusted partner

Our clients value the work and support that TailWind continually provides as a trusted partner. If you want to work with a company that makes your success a priority, **contact TailWind today.**

“ So many customers require things to be done in short order. When working like this, coordinating with technicians to visit five or six locations in a day is where we win. Our project management and coordination with techs is the key to our success. ”

– **MARTY NIMERFROH**, DIRECTOR OF BUSINESS DEVELOPMENT, TAILWIND