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FOR IMMEDIATE RELEASE

## **SageNet Selected to Provide State-of-the-Art Managed Network for Razzoo's Cajun Cafe**

**TULSA, Okla. – Oct. 29, 2020** — SageNet, a Tulsa-based managed network services and cybersecurity solutions provider, has been selected to provide a complete network upgrade and ongoing managed services for Razzoo's Cajun Cafe® and its 20+ restaurants.

Founded in 1991, the Cajun-inspired restaurant chain is headquartered in Addison, Texas, with locations throughout Texas, Oklahoma and North Carolina. The shift to a managed network services platform lays the groundwork to support the company's accelerated expansion plans.

Over *Razzoo's* nearly 30-year history, its network evolved in typical fashion. As technology progressed, more applications and devices drove a need for greater bandwidth. As the number of locations multiplied, more demand was placed on the company's internal IT staff. For many organizations, 20 locations often serve as the tipping point where outsourced network services make the most financial sense.

"Managing connectivity for a single location is one thing; managing connectivity across an entire chain is a whole different animal," said SageNet CEO Daryl Woodard. "Add to the multisite aspect a proliferation of connected devices, guest Wi-Fi, PCI compliance and cybersecurity concerns within each location, and things get exponentially more complicated. That's why so many multisite organizations turn to a managed services partner with the experience and infrastructure to connect, manage and protect their crucial network assets."

In the case of *Razzoo's*, all of these factors were at play. As the company continues to add locations, each site acquired its own connectivity vendors. This resulted in myriad monthly connectivity bills and no centralized management. For a company that focuses on providing an outstanding customer experience and serving deliciously Cajun inspired cuisine in a unique dining environment, network concerns were a distraction from *Razzoo's* core mission.

As the first step in the process, *Razzoo's* hired industry veteran Tim Collins as Senior Director of IT. Collins had previously led network expansion efforts for a quick service restaurant chain with nearly 200 locations and, through that organization, had experience working with managed

network services partner SageNet. Recalling the trusted connection the SageNet team had become and the value they brought to his earlier expansion efforts, he reached out.

The SageNet team worked with *Razzoo's* to first understand its current needs, expansion plans and connectivity goals. SageNet quickly identified a consolidated primary connectivity solution with automatic failover to back-up cellular. This provided the bandwidth needed to support *Razzoo's* leading-edge dining experience and growth plans, at a substantially lower monthly cost than what they had been previously paying. SageNet also identified effective routes and network segmentations in *Razzoo's* new network, providing far greater reliability and enhanced security. The project also involved SageNet installing new state-of-the-art firewalls, switches and Access Points (AP)s at every restaurant location, as well as *Razzoo's* corporate headquarters.

To address *Razzoo's* guests' Wi-Fi needs, SageNet conducted site surveys of each location to obtain heat maps and an understanding of how to best position new APs for wall-to-wall guest Wi-Fi.

Overall, the managed services platform also simplified accounting through a single consolidated bill and, perhaps most importantly, provided *Razzoo's* greater peace of mind knowing its network is monitored 24/7/365.

"*Razzoo's* needed a scalable network that was not only cost-efficient but that would give them the flexibility to offer additional services as their number of locations grows," said Woodard. "Because we had worked with Tim before, he understood the value SageNet delivers to growing multisite enterprises."

According to Woodard, the benefits of this network refresh are easy to measure: a faster and more secure network and lower monthly costs that enable the company to tackle other tech projects for the year.

"*Razzoo's* knew they had to lay a solid foundation to grow. With this network refresh, they're not just getting a better network and better service – they're getting a partner who can help them get to the next level with ongoing, leading-edge managed services," concluded Woodard.

"Having a well-grounded IT infrastructure is fundamental to growth," said Collins. "These updates create a leverageable platform that makes us even more excited about our expansion plans."

SageNet has more than 30 years of experience providing a broad range of managed network services to large enterprises, from primary and back-up networks, wireless solutions, digital signage, merchant connectivity and PCI compliance to customized networking technology solutions – all optimized to meet the needs of multi-site operations.

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### **About SageNet**

SageNet is passionate about trusted connections. The company believes that by creating, discovering and nurturing trusted connections with its customers, associates and community, SageNet enhances the world that connects us all.

As a leader in managed network and cybersecurity services, SageNet connects, manages and protects technologies and devices across the enterprise. SageNet's collaborative approach provides peace of mind and systems-confidence that empowers an organization to focus on its core mission.

The company offers world-class service and support via its three US-based 24/7 Network Operations Centers (NOCs) and Security Operations Centers (SOCs), geographically diverse teleports, a central National Logistics Center, multiple data centers, and a nationwide field service organization.

With a three-decade track record in managed services, SageNet boasts a long-term customer base that includes the nation's largest retail, healthcare, financial, utilities and energy organizations. SageNet manages communications at more than 220,000 locations. Headquartered in Tulsa, SageNet has regional offices in Washington, D.C., Atlanta, Chicago and Philadelphia.

### **About Razzo's Cajun Café**

Razzo's Cajun Cafe passionately creates bold, flavorful, Cajun-inspired dishes that bring to life all the flavor, fun and festivity of New Orleans and the French Quarter. Founded in Dallas in 1991, Razzo's operates 21 restaurants in TX, OK and NC. Razzo's is privately owned. Learn more about Razzo's by visiting [www.razzoos.com](http://www.razzoos.com) or [www.facebook.com/razzoos](https://www.facebook.com/razzoos).