

CASE STUDY

Audix Insights™ Provided Immediate IT infrastructure Asset Intelligence for Major Multi-Branded Food Service Company.



CHALLENGE

Luby's, Inc., through its subsidiaries, operates nearly 200 company-owned restaurants throughout the United States. As part of a continuous improvement initiative, Luby's wanted a reliable method of producing an accurate, comprehensive discovery of their IT assets and environments, and reduce support costs through standardization. A center of interest was the point-of-sale (POS) terminals, which represent a restaurant's primary form of data entry for daily business. There were instances of different models and configurations for these terminals, which made support and business continuity planning for their restaurants challenging.

SOLUTION

To address these challenges, **Audix Insights™** was deployed on Luby's network to rapidly discover and gather hardware and software information from each asset. **Audix Insights™** provided an asset identification and categorization overnight. In addition, **Audix Insights™** identified key data such as disk limitations and IT asset usage, general and specific environment health, and potential hardware and software trends. **Audix Insights™** then combined the collected data to visualize assets and data categories, metrics, and trends.

RESULTS

Instead of dealing with an extended discovery period that would delay support, **Audix Insights™** quickly scanned the entire IT infrastructure, accumulated POS asset data, and provided meaningful and actionable insights from this data. **Audix Insights™** was also able to rapidly assess the overall state and health of Luby's IT assets.

Audix Insights™ continued to identify and detect issues which were converted into actionable and focused tasks. **Audix Insights™** offered machine learning recommendations as to which devices needed to be replaced, upgraded or fixed based purely on the analytical information received. Windows Event Log data was evaluated and correlated to failed patch events and improper configuration/settings to identify issues and determine where to focus support efforts.

BENEFITS

- Automated process to rapidly gather IT asset intelligence
- Improved quality of IT Managed Services
- Data converted into actionable intelligence
- IT asset discovery information at a glance with the ability to drilldown into the details



CLIENT:
Luby's, Inc.

LOCATION:
Houston, Texas



AUDIX INSIGHTS™



MRE

**Technology
SERVICES**