McDonald's ensures data protection and compliance with RDX® QuikStor™

The fast food restaurant chain McDonald's is now present in more than 100 countries, with more than 30,000 restaurants serving some 52 million customers per day all over the world. The McDonald's model relies heavily on the concept of franchising, trusting actual business owners who are integrated into the local economic and social structure. In fact, 70 percent of the restaurants that share the McDonald's name are based on this very concept.

By splitting up the roles between the corporation and the franchises, these restaurants gain a real solution overview sense of autonomy. The corporation reserves the rights to the trademark, ownership of property and construction, and the development of products. On the other hand, the franchise invests in the equipment (kitchen and furniture) and is responsible for running the restaurant, including the hiring and coordination of employees and the financial and operational management of the restaurant.

Mr. Guertin, owner of Restaumac Outaouais Inc., is involved in several McDonald's franchises. After opening his first restaurant fifteen years ago, his company grew quickly and now includes five McDonald's restaurants in Quebec, Canada, with more than 270 employees.

The company has about 10 workstations that run on Windows and a main Intel server at the headquarters. In addition to the MS Office applications, the company uses an ACOMBA database (for accounting and payroll management) as well as a program that is specifically designed for the management of McDonald's restaurants (MacPlus), which also runs on Windows, rather than relying on a software program that is provided for free by the parent company, but only runs on DOS.

Challenge

Given its size and sector of activity, the company has a relatively reasonable volume of data to manage (100GB). However, the company is subject to strict compliance regulations regarding the tracking of sales. In fact, the Ministry of Revenue of the province of Quebec requires that information pertaining to all products sold and recorded in cash be kept on file for a period of seven years.

In order to meet this requirement, Mr. Guertin needed a new backup and archive system that was not only simple and affordable, but above all durable and reliable. He needed to replace his older tape-based archive system, which had proven to be rather unreliable and often prone to break down.

SOLUTION OVERVIEW

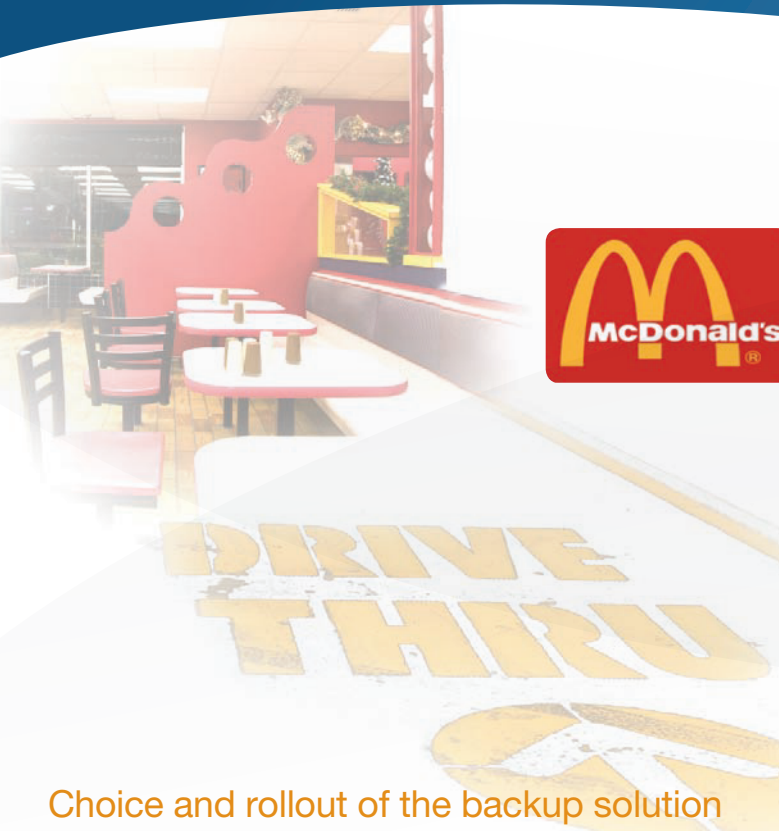| |
| --- |
| RDX® QuikStor™ internal drive kit |
| 2 x RDX cartridges |
| Intel server |
| Multiple workstations |
| Acomba database |
| Symantec Backup Exec software |
| Software application – *MacPlus* |

"The installation was carried out in no time at all, just three quick steps..."

Jean-Pierre Busschaert
of Les Systèmes CANACOMP Inc.

Choice and rollout of the backup solution

As in many small and medium-sized businesses, the company does not have in-house IT capacity or resources. It is the franchise itself that takes care of everything to do with the IT system, with the support of its IT partner, Les Systèmes Canacomp Inc., which provides guidance concerning the choice of material as well as technical and user support.

Les Systèmes Canacomp Inc., specialized in IT services for small and medium-sized businesses, recommended Tandberg Data's RDX QuikStor.

Mr. Guertin was won over by this solution. The installation was carried out in no time at all, just three quick steps: uninstall the old device, unpack the new device and set it in place, and wait a few hours in order for Les Systèmes Canacomp Inc. to program the system.

Advantages

Now "complete" backups of the main server are automatically carried out every night and the backup time has been reduced to only two hours, compared to the six hours it used to take with the old system of backing everything up onto a tape. The majority of the data that is backed up is related to the software program (MacPlus). This software program, designed by Les Systèmes Canacomp Inc. to help McDonald's franchisees manage all operations of the restaurant, makes it possible to automatically forward the sales figures recorded on the cash registers every night, and to produce reports immediately or as needed. With just a click of the mouse, even the data from the employee time cards can be extracted and exported to an employee management program or service.

For increased security in the event of a fire, Mr. Guertin uses two cartridges every day, one of which remains in the drive at the office, while the other is kept at his house. Mr. Guertin believes he will have plenty of room for at least one or two years of storage capacity. If needed, he can buy a cartridge with a higher capacity, which is compatible and readable by the same drive.

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"We replaced tape drives with Tandberg Data's RDX QuikStor, a reliable, durable and portable solution, perfectly adapted for our small and medium-size business customers."

"Tandberg Data's RDX QuikStor combines the very best tape and disk technology: ease of use, durability, low cost, high transfer rates and direct access to files, as well as scalability of the capacities available on the hard drive."

Jean-Pierre Busschaert
of Les Systèmes CANACOMP Inc.

Sales Offices

Sales and support for Sphere 3D products and solutions are available in over 90 countries. Contact us today at sales@sphere3d.com.

For a full list of Sphere 3D addresses and phone numbers, please see our website at: http://sphere3d.com/contact-us/.

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