



Boston Pizza
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Richmond, British Columbia
Canada
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"Info-Tech provides excellent research. The research is right in our sweet spot in respect to the topics covered, the presentation of information, and the practical nature of the research."

Michael Moir, Network Systems Manager
Boston Pizza
Richmond, British Columbia, Canada

Client Case Study

Boston Pizza leveraged Info-Tech Research Group's services to virtualize 85% of its servers and to implement a \$250,000 Disaster Recovery Plan.

Company: Founded in 1964, Boston Pizza (TSE:BPF.UN) is now Canada's leading casual dining brand with more than 340 restaurants from coast to coast. The company also operates 50 locations across the United States and one in Mexico under the brand "Boston's The Gourmet Pizza." Boston Pizza (BP) serves more than 40 million customers annually, resulting in gross sales of \$853M.

Industry: Food and Beverage

Region: Richmond, BC, Canada

Company Size: 270 corporate staff

Technology Profile: The IT Department manages approximately 45 different applications which run the different business processes. Core apps are SQL/ Microsoft based such as Dynamics, ProClarity, SharePoint, and Exchange.

Business Situation: Since 2002, BP has experienced rapid growth. In 2012, BP operates a total of 340 restaurants. During the expansion phase, the IT Department focused on initiatives which provided added support for franchisees, and ensured business continuity as a listed company.

Challenge: The IT Department embarked on several projects, including consolidation of overall infrastructure, virtualization of 60% of its servers, and implementation of a \$250,000 Disaster Recovery Plan (DRP). The IT Department had to build business proposals, assess vendors, and design project plans focused on accomplishing its goal of enabling business growth and continuity.

Solution: Info-Tech research helped the IT Department strategize the desired structural layout for its infrastructure, understand key success factors for the initiatives, and validate the selection process in accordance with the business's size and environment. The IT Department successfully implemented its projects on time and on budget.



Case Study:



Executive Bio



Steve Johnston is the Chief Information Officer for Boston Pizza. Since moving to Canada in 1991, Mr. Johnston has worked with the Canadian Airlines, Intrust and Ledcor in a variety of technology leadership roles. Prior to this, Mr. Johnston had a varied career in technology which began with British Telecom and British Airways where he had the opportunity to work on the development of a multi-national airline reservation system (Galileo).

***“One of the uncanny things about Info-Tech is that they often publish related research and case studies before we begin new projects. It has been very helpful to have upfront research when working on new technology services.*”**

Steve Johnston, CIO
Boston Pizza
Richmond, British Columbia, Canada

Business Situation

Enabling business continuity, and growth.

In 2002, BP became listed in the Toronto Stock Exchange. Over the next eight years, BP grew its number of stores by 13% annually, to a total of 340 restaurants in 2011. The IT Department supported 1,500 accounts for franchisees and continually increased its service offerings to franchisees. As a publicly listed company, the IT Department prioritized projects which would ensure business continuity, increase support for franchisees, and accommodate ongoing business growth.

Challenge

Making major structural changes in order to support the business.

In 2009, BP built a two year roadmap for revamping its infrastructure. The roadmap involved consolidating infrastructure, virtualizing BP's 25 physical servers, and implementing a comprehensive DRP.

The DRP had to serve two purposes:

- i. Capacity planning by ensuring that IT coped with business requirements
- ii. Duplication and storage of basic day-to-day operations

The strategy required the IT Department to map out its infrastructure, assess vendors for the various initiatives, select a disaster recovery site in Canada, and integrate DR into daily operational activities.



“To my customer, I may not have the answer, but I'll find it. I may not have the time, but I'll make it.”

Jeremy Patrick, Territory Manager
Info-Tech Research Group

Case Study:



Info-Tech Research Group



Info-Tech's products and services combine actionable insight and relevant advice with ready-to-use tools and templates that cover the full spectrum of IT concerns. Our practical approach is designed to have a clear and measurable impact on your organization's bottom line.

We serve over 24,000 IT professionals around the world. Since 1997, we have focused on making the work of IT leaders easier - and on helping them achieve greater personal and corporate success.

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Solution

Info-Tech reports on solutions, vendors, and implementation plans.

The IT Department utilized Info-Tech's extensive research database to right-size the infrastructure consolidation and virtualization initiative, ground its business proposals, and satisfy key success factors. Info-Tech's Vendor Landscapes helped the IT Department assess vendors and select a disaster recovery site next to its headquarters in Western Canada.

Results

Planned, implemented, and adopted.

Info-Tech helped the IT Department circumvent much of the upfront research required for the multiple projects, allowing for completion of projects on time and on budget. The virtualization initiative helped limit the number of servers to five virtual servers and ten physical servers, instead of having 70 physical servers. Info-Tech's international coverage on vendors helped BP to assess and select a DR site in Canada. BP now has a solid DRP satisfying its capacity planning and data back-up requirements.

Critical Insights

Working towards a target.

The achievement of large IT initiatives relies on the successful completion of several sub-projects. Organizations should strategize the completion of the sub-projects in order to accomplish the overarching initiative. Info-Tech research provides information on how to integrate and complement projects in order to satisfy the overarching goals.