

MCDONALD'S FRANCE CHOOSES WHATSUP

In France, the largest fast-food chain in the world has chosen WhatsUp from Ipswitch for the mapping and monitoring of its computer network.

Case study

Although the hamburger itself was born in Hamburg, Germany, McDonald's® was started in the US by two brothers, Richard and Maurice McDonald, in 1937. Their meeting with Ray Kroc, the founder of the brand and who was at that time only their dairyman, gave a new impetus to their fledgling company. In 1955, Ray suggested to the McDonald brothers that they develop their network by franchises and several years and many commercial successes later, Ray Kroc bought the company from them for \$2.5 million. A risky but successful gamble, he opened his first restaurant in Des Plaines, Illinois and four years later inaugurated his 100th restaurant! In 1979, McDonald's opened in France for the first time, at Strasbourg, and in 1984, it entered the capital. Today there are 1,060 restaurants throughout the country, 80% being run as independent franchises, serving more than a million customers a day.

McDonald's clearly needs an infallible computer system to ensure the smooth running of all its restaurants. It goes without saying that the information system of McDonald's, France reflects the size of the company; no less than 70 servers host the company's critical applications.

Convinced that a network monitoring tool would be a very useful ally in controlling the components of its information system, McDonald's, France chose the WhatsUp® network monitoring solution from Ipswitch for its simplicity of use and management and for its cost.

Supervising the computer network of McDonald's, France

Wilfried Delcambre, infrastructure manager in the computer department of McDonald's, France, was looking for a solution which was able to report problems on the network in real time so that they could be easily located and fixed by the administrators. Furthermore, he wanted a tool which was simple to use and did not take up too much of his staff's time. After having studied solutions meeting these criteria, WhatsUp from Ipswitch seemed ideal.

"I wanted a solution which would allow us to easily monitor our 70 servers and be alerted by email and SMS if there was a problem. My objective was also to simplify the work of the support department and standby staff by offering them a tool which could keep an eye on production status. Among all the monitoring solutions I tested, none had all the qualities of WhatsUp", he said.

The installation of the WhatsUp solution was carried out by SSII Net-Streams, an Ipswitch Gold partner, in two months (inclusive of modeling, installation and card customizing).

The computer network of McDonald's, France is made up of about 70 servers (running Windows 2003) split between the main site at Saint Quentin en Yvelines, and five regional sites (Toulouse, Aix-en-Provence, Lyons, Reims and Tours), employing about 500 people. WhatsUp monitors critical applications such as those dealing with monetics, restaurant ordering and replenishment, accounting, pay, legal matters, Business Intelligence, email systems, Internet, Intranet, incident monitoring, firewall, etc. along with the sensitive spots in the network (routers, switches, etc.). McDonald's, France is given customized graphic views of its network, and the administrator is immediately informed (outside the normal network sampling cycle) of system events logged by the Windows Events Observer, Syslog or SNMP Trap Log. Failures are notified by email or SMS.

10 Maguire Road
Lexington, MA 02421
(781) 676-5700

Zekeringstraat 17
1014 BM Amsterdam
The Netherlands