



HARLEQUIN
restaurants

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Harlequin Restaurants Ltd
Case Study

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HARLEQUIN
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Harlequin Restaurants, based in Glasgow, is Europe's largest Indian restaurant group and employs more than 350 people across Scotland. Harlequin's brands include: Ashoka, Ashoka Shak, Spice of Life, Mister Singh's and Masala Jak's.

The company's IT support is outsourced to Hertfordshire-based Axial Consultants, so with 17 successful restaurants in Glasgow, Dundee, Livingston and Coatbridge there were obvious challenges to be overcome.

Dr Bindi Bhumbra, Harlequin's IT director, needed to conduct an audit of the company's computer network before the rollout of a firm-wide IT upgrade. Various problems had been reported in many of the PCs, but from his base in Hertfordshire he faced travelling to every office in the organisation to run checks on each machine.

After hearing about Netintelligence, Bindi was able to use its Ni Enterprise Manager product to overcome the geographical and technological obstacles in the way of a speedy, company-wide IT audit.

Ni Enterprise Manager is an 'all in one' hosted service that combines core security functionality with comprehensive policy setting and reporting. Managed via the internet, the service enables network managers to centrally view, control and monitor network machines regardless of their physical location.

Bindi says: "We didn't have the IT infrastructure before which gave us the capability to quickly gather an idea of which computers needed a particular solution, but we installed the Ni software in November of 2006 and now it's literally a case of clicking a few buttons.



"I can pre-empt issues with any PC in the group – for example, I can see that a computer which needs 500MB of RAM only has 50MB available and make sure we bring that machine up to speed before it causes problems with booking systems or other processes."

Many of the PCs in the group had been operating with little or no virus protection, which meant that a large proportion of the IT problems were caused by viruses.

Bindi ran a virus check on the system using one of the most well-known virus packages available, and was presented with a 340-page report of infected files. He then ran the Ni AV software, which discovered hundreds more, including a lethal WORM virus missed by the other package.



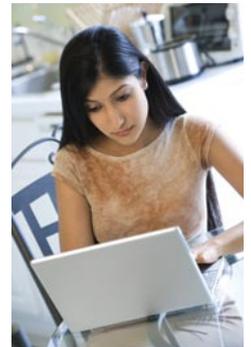
With the company's computers linked up to the internet via broadband, it was little surprise that much of the hardware was being choked by viruses. Once these problems were ironed out, says Bindi, he was able to use Ni Enterprise Manager to spot any potential problems and monitor internet use, including which web sites were being visited and by whom.

"We do monitor the broadband use," he says, "so it's really useful to be able to get a report that tells us how much of the company's IT resources are being used for business use, and if people are downloading content for personal use, like music or videos, which might be putting the network at risk.

"I can then tell the manager of a particular restaurant and he can look into it. What we don't want to do is become the internet police for the employees, but it's a great tool which allows us to work out where problems could be coming from, and close them down before they become an issue."

The overall benefit to Harlequin, says Bindi, is the convenience which Ni Enterprise manager affords him in keeping a regular eye on the health of the company's network.

He adds: "Geography really isn't an issue now, whereas it was a major difficulty before. Instead of flying to Glasgow and then driving all over Scotland, I only have to look online to get a clear picture of what's going on.



"There is a lot less wasted time for me now, which improves the efficiency of the whole system and should ultimately benefit the service which Harlequin Restaurants is able to offer its customers."

Ni Enterprise Manager is a fully hosted service which contains all the tools required by organisations to control, monitor and protect mobile users in one easy to use solution.

www.netintelligence.com
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