EnGenius

Case Study

Upwards of 45 restaurants in Northern Texas bring seamless Wi-Fi to their staff and customers.

Pollo Regio Serves

Pollo Regio Serves Up Mesquite-Grilled Chicken and Fast, Reliable Wi-Fi I Northern Texas

Pollo Regio originated in Monterrey, Mexico and brought its authentic recipe for mesquite-grilled chicken to Texas in the early 2000s. The chain was founded by Juan Jorge Bazaldua who originally sold his signature open flame-grilled chicken from a food trailer. His chicken was so popular, Bazaldua quickly expanded his trailer to a storefront and then to roughly 45 franchises scattered throughout Northern Texas over the next couple decades.

The Need

The 45 Pollo Regio locations had an original setup consisting of a lobby access point and a failover router. The routers worked fine, but the single AP didn't. The networks suffered from poor indoor connection speeds and completely dropped outdoor connections.

Employees who worked the drive-thru were unable to take orders with their tablets.

Nonetheless, because of the size of the project, they needed to solve more than just connection problems.

"While looking into all the EnGenius features, we also noticed limitations we were not aware of before," said Bryan Torres, IT lead admin at Pollo Regio. "The main one was how the **Cloud To-Go app** made installation, deployment, and troubleshooting much easier than before. We also appreciated how easy it was to use the **cloud dashboard**."

“The Cloud To-Go app made installation and troubleshooting much easier… the cloud dashboard was easy and clean. Tagging ports, assigning VLANs, and creating SSIDs was a breeze and let us focus on making the network more efficient.”

Bryan Torres

IT Lead Admin, Pollo Regio

The Solution

The IT department at Pollo Regio contacted EnGenius distributor, Streakwave, to get product recommendations and make the purchase. The setup for each restaurant was simple: one **indoor access point**, one **outdoor access point**, and a **switch**. **The full order consisted of the following products:**

- 50 EnGenius Cloud Managed **ECW230** Wi-Fi 6 4×4 Indoor Wireless Access Points
- 50 EnGenius Cloud Managed **ECW260** Wi-Fi 6 2×2 Outdoor Access Points
- 60 EnGenius Cloud Managed **ECS1552P** 48-Port Gigabit PoE+ Switches with 4 SFP+ Ports

Torres and his team got to work setting up a test network in the first Pollo Regio restaurant. When the installation and deployment of the prototype network went off without a hitch, Torres dispatched his team to complete the setup for all remaining restaurants.

The Result

The speed and efficiency of each franchise network was obvious from the start. Customers and staff had fast indoor internet and reliable **outdoor internet** to keep the orders rolling smoothly. But it was the Cloud To-Go app and cloud dashboard that the IT team appreciated most.

“The **Cloud To-Go app** made installation and troubleshooting much easier,” said Torres. “The **cloud dashboard** was easy and clean. Tagging ports, assigning VLANs, and creating SSIDs was a breeze and let us focus on making the network more efficient.”

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