



Bill Miller Bar-B-Q Remotely Supports Point of Sale Terminals in Over 80 Restaurant Locations with Splashtop



About Bill Miller Bar-B-Q



[Bill Miller Bar-B-Q](#) is a foodservice retailer headquartered in San Antonio, Texas with over 80 locations. The restaurant chain focuses on barbecue food, accompanying side dishes, and baked goods.

Summary

Bill Miller Bar-B-Q switched to Splashtop from another remote support software in February 2020. When Robert Collazo was appointed Director of IT, he was taken aback by how much Bill Miller Bar-B-Q had been spending on the remote support solution. That's when his search for a new solution began, and the search ended with Splashtop.

Today, Bill Miller Bar-B-Q's IT team uses Splashtop to remotely access and effectively support almost 1,000 point of sale (POS) terminals, corporate computers, and business users' computers.

The Challenge: Finding the Best-Value Remote Support Solution

Bill Miller Bar-B-Q's IT team has four technicians located in San Antonio, Texas, and supports almost 1,000 windows-based endpoints.

They needed a remote access and remote support solution that would:

- enable them to proactively monitor and manage POS terminals and computers, update software, and transfer files
- allow them to remote in instantly to provide immediate technical support when required
- deliver an uninterrupted, high-performance remote session so they can efficiently train users on running reports and using applications like Digital Dining which is a restaurant POS software
- have a robust security model that supported PCI compliance
- enable them to provide effective remote IT support without costing an arm and a leg!

“We saved more than 45% by switching to Splashtop, and we got better performance!”

- Robert Collazo, Director of IT

About Splashtop Remote Support Premium



The remote support software of choice, [Splashtop Remote Support Premium](#) provides endpoint monitoring and management capabilities for IT teams. Users get all the features required at a fraction of what other remote support solutions cost.

[Try it for free today!](#)

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Splashtop caters to all our remote access needs. We’re happy!”

- Robert Collazo, Director of IT

The remote support solution that Robert’s team was using earlier (that Robert didn’t wish to name publicly) cost too much and it wasn’t delivering a consistent performance.

Bill Miller Bar-B-Q Finds Splashtop: A High-Performance, Low-Cost Remote Support Solution

When the IT team tested Splashtop Remote Support Premium, they found all the features they were looking for, and a solution that would save them thousands of dollars each year in subscription costs and deliver better performance than their previous remote support solution.

Implementation and use: The team found it very easy to migrate their devices to Splashtop. Robert said, *“We set it up as a group policy. It was quick to deploy and was a very easy transition for not only my IT team but the business users as well. Splashtop is intuitive and especially since we were using a remote support tool before, it was no effort to get on-board Splashtop.”*

Performance: The team experienced fast, high-performance remote connections with no lag or connectivity issues. They were pleasantly surprised since they were now getting a better experience at almost half the cost. Tyler Wilber, a Network Administrator at Bill Miller Bar-B-Q, further commented on Splashtop’s performance, *“I use Splashtop on my Mac and have experienced consistently smooth connections even when I remote into more than 5 computers simultaneously.”*

Security: Bill Miller Bar-B-Q, being a restaurant chain, needed high-security features. They were happy with Splashtop’s security which provided them with PCI compliance amongst other features.

Remote monitoring and management of POS terminals: Their POS terminals and corporate computers mostly use Windows OS, and they have a few Linux servers. Splashtop’s endpoint monitoring and management features enabled the IT team to effectively provide support. Tyler commented on a couple of Splashtop features they frequently use:

- 1-to-Many: *“We use the 1-to-Many feature to send self-extracting zip files to all the devices at once.”*
- Configuring alerts: *“We’ve set up alerts to monitor disk space, CPU utilization and so on. They’ve been working well so far, we’ve had no issues.”*

Immediate support to users: In situations where a POS system breaks down, a technician instantly remotes in through Splashtop and fixes the issue before it causes an inconvenience to customers or impacts the billing process.

Training requirements: In addition to managing and supporting the POS system, the IT team often gets requests for help from business users on using the POS software like running labor reports, sales numbers, and so on. Using Splashtop, the technicians instantly remote into the user’s POS terminal and show them how it can be done. Splashtop’s fast and smooth sessions enable effective training sessions.

Additionally, Robert mentioned, *“Splashtop was especially helpful during the pandemic since we could continue to seamlessly help our business users even though we all were working from home. We now rarely need to travel to the stores. It is mostly for hardware issues. Everything else we take care of remotely. Splashtop caters to all our remote access needs. We’re happy!”*