

Tiller

French POS Company Grateful for Enhanced Customer Experience and Network Management Efficiency with Zyxel Nebula Solution

Customer at a glance



Customer Name

Tiller



Industry

Information Technology



Country

France



Customer Background

Tiller is a software company that provides a point of sale (POS) solution tailored for the hospitality industry. Their end-to-end cloud-based POS brings together on-site & online ordering, payments, analytics, integrations and more. Today, they help thousands of passionate entrepreneurs better build, manage and grow their businesses.



TILLER

“Zyxel’s approach allows our teams to become more efficient by offering additional value to businesses using the Tiller’s solution. With Nebula, we can preventively contact our customers when we receive network alerts. And our teams can support our customers in identifying the outage and resolving the incident, all remotely without having to travel. We are becoming more agile and we can guarantee an optimal experience for our customers which benefits their business.”

Pierre Lombard
COO, Tiller

Summary

Tiller launched a call to optimize the deployment of its solution and improve customer experience. Zyxel WiFi access points, switches and security gateways were adopted in the restaurants managed and monitored by the Nebula platform. Once the equipment was shipped to the point of sale, the devices were configured automatically and remotely, guaranteeing uniformity of installations across all sites. Nebula provides its users with an overview of the network status and the ability to manage them remotely to ensure the performance of their equipment. The solution provides simple, quick and remote installation and configuration without the need for on-site interventions. The integration of Nebula into the Tiller’s environment was initially achieved by training Tiller’s employees to use Nebula, with the result that teams are now completely independent in the management of the networks. As all the equipment is supervised remotely, it is possible to prevent possible risks. Today, nearly 1,400 devices are spread over 500 sites and remotely monitored by Tiller with the support of Zyxel teams. Starting in January 2021, Tiller plans to strengthen the cooperation with Zyxel Networks subsidiaries in the countries where Tiller is present to enhance network management and business development.

Challenges

- Quickly found malfunctions reported by customers were related to the quality of local network and Internet access
- Guaranteed optimal use of Tiller’s solution by its users
- Lacked efficient network management of contingencies and remote device monitoring

Results

- More efficient deployment and management reducing over 80% of Tiller’s technical team travels
- Increase in customer satisfaction by more than 60%
- Zero touch provisioning guaranteeing uniformity of installations across all sites and avoiding any handling errors

Solutions

- Nebula Control Center (NCC)
- GS1920v2 Smart Managed Switch
- GS1350 Smart Managed Switch For Surveillance
- NSG50 Nebula Security Gateway
- NWA1123-ACv2 802.11ac Access Point