

# Making communications a snack

Provender Canberra



## Customer Profile

Provender Canberra is a franchisee of Provender Australia, a nationwide franchisor supplying vending machines dispensing food, drink and other goods, managed by franchisees around the country.

Provender Canberra's several state-of-the-art vending machines operate 24/7, and are primarily located in gyms, hospitals, government departments, national retailers, and other commercial office buildings throughout the area.

Franchisee Nicholas Parody recently acquired the business. Provender Canberra caters to a broad spectrum of preferences and lifestyles, from health-conscious consumers looking for nutritious snacks, to busy professionals in need of quick sustenance.

They also provide convenient payment options to its customers. Whether it's cashless transactions using debit or credit cards, mobile payment solutions, or even contactless options, Provender Canberra ensures a seamless and hassle-free experience for every customer.



## Customer Requirements

All Provender vending machines accept tap-and-go electronic payments. To do so they require reliable wireless communications. Local unreliable cellular coverage meant that Provender Canberra lost revenue to failed transactions. An option to use the host premises' WiFi also proved unsatisfactory as some organisations would not permit access for security reasons, or in other instances such as when a change made by the client to their WiFi would interrupt communications from the vending machines, resulting in inability to complete transactions.

Provender Canberra also deemed there would be benefit to be able to monitor and control machines remotely, including the ability to shut down or restart them on occasion as required.

*"I had two sites where the vending machines just would not work without RAPIDlink. In both instances, there was no option to use the client's WiFi because of their own security requirements."*

**Nicholas Parody, Franchise Operator, Provender Canberra**



## The Permaconn Solution

Provender Canberra franchise owner, Nicholas Parody, was familiar with Permaconn products from a prior role in the security industry, and saw Permaconn's RAPIDlink system as a way to overcome his connectivity challenges.

RAPIDlink RL10 is a managed router solution that provides high-speed 4G LTE connectivity over two cellular networks for high availability and reliability. It can be configured and managed remotely via a secure cloud platform. RAPIDlink units are ready to use out of the box and easy to install and manage through the portal or free RAPIDlink app.



“Setting up a RAPIDlink device from scratch is very easy. It’s a very simple process to add a device through the portal.”

Nicholas Pardy, Franchise Operator, Provender Canberra



## The Benefits

Provender Canberra’s primary driver for installing RAPIDlink modems was to ensure reliable communications for the payment function of the vending machines.

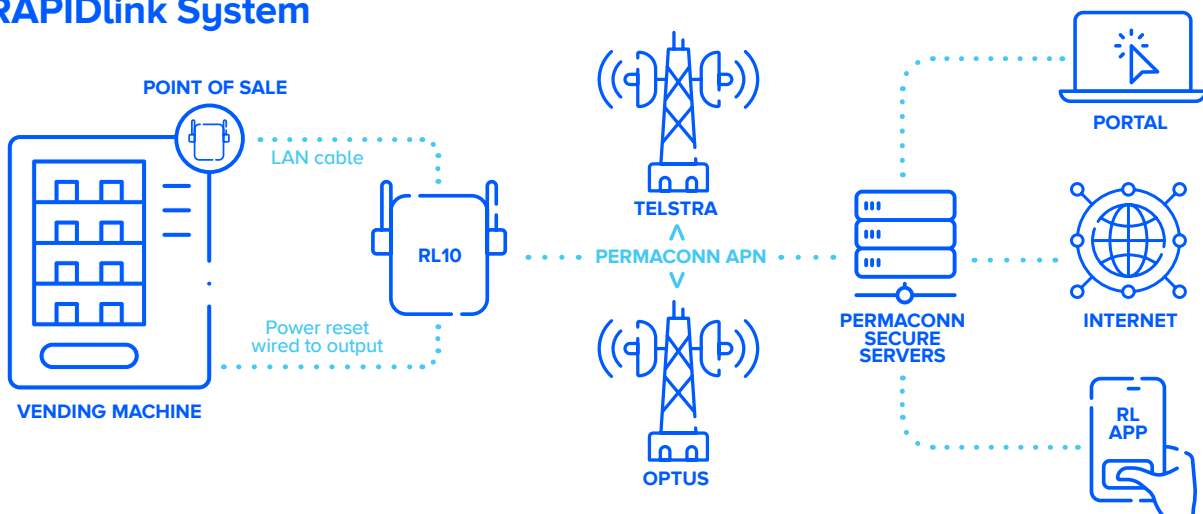
“Cellular technology is the only reliable option for organisations like Provender that need to connect with equipment inside facilities they do not control. RAPIDlink provides that connectivity and manage the relationship with the telcos, so companies like Provender get a reliable communication solution that is ready to use out of the box.”

Andrew Pears, CEO, Permaconn

With RAPIDlink Provender Canberra has been able to greatly increase the reliability and efficiency of the payment function of its vending machines, leading to significant sales increases. It has also been able to add remote monitoring and control capabilities that have increased uptime and reduced the need for site visits.



## The RAPIDlink System



“I have promoted RAPIDlink to some other franchisees and a lot of people have been very interested in what I’ve done, because I’ve seen a massive improvement in sales.”

Nicholas Pardy, Franchise Operator, Provender Canberra

In addition to providing reliable communications, the RAPIDlink system is more responsive to users than the inbuilt communications capability of the installed payment systems.

“Communication is a lot faster than when the payment systems were using their own internal modems. They would go to sleep and if you were the first person to come along and try to make a payment, it would take some time to wake up. People are very impatient. If it’s going to take a couple of minutes, they will walk away. But the RAPIDlink is waiting to operate all the time, so we are getting much faster sales.”

Nicholas Pardy, Franchise Operator, Provender Canberra

“Some of the worst performing sites were performing badly because of poor connectivity. Now they are among our top performing sites.”

Nicholas Pardy, Franchise Operator, Provender Canberra

Because the majority of Provender Canberra’s vending machines are installed in commercial premises, franchise owner Nicholas Pardy often will receive a phone call in the event of a vending machine malfunction. He is often able to resolve problems simply by powering the machine off and on remotely via the RAPIDlink portal or free RAPIDlink app.

