Drive Through Coffee Scenario

You currently work for CITEMS, who is moving from being purely a managed service provider, into providing cloud solutions to customers. One of your customers, Sally and Mike from “Drive Through Coffee” are considering moving their in-house server technology and placing it in the cloud. Currently Drive Through Coffee has over 200 franchises dotted around Australia. They use their computing facilities for tasks such as payment processing, automatic stock ordering, customer loyalty programs and more.

Each franchisee has the following hardware:

* 1 x computerised cash register
* 1 x modem/router, connecting the franchise to NBN
* 1 x personal computer, connected to a printer, used for ordering and email

Head Office has the following:

* 1 x domain controller
* 1 x application server with the stock control software and database used by the franchisees, as well as tracking the loyalty program.
* An enterprise MFD for printing reports
* A NAS for storing data
* A PC for general business tasks

At a franchisee level, the following occurs:

* Customers drive up and order coffee
* Coffee is made for the customer
* The computerised cash register keeps track of purchases, and updates the stock levels on the PC
* As stock levels get low, the PC can re-order, either automated or manual. It can also be used to update incorrect stock levels.

At head office, the following tasks occur:

* Stock usage is received from franchisees
* Orders are placed with suppliers for goods to be delivered to franchisees
* The domain controller also handles logons for franchisees
* Communication between head office and franchisees is via phone or email

## Future plans

As noted previously, Drive Through Coffee is investigating options for moving components to the cloud. The authentication system (Active Directory), the application server and NAS storage would be good candidates.