



Head offices of hamburger chain Quick communicate faster and more efficiently

Simac has installed a new computer network based on Cisco technology at the French and Belgian head offices of Quick. The renewed communication networks are much faster and fully redundant. If there are problems at one head office, then users can continue working through the network of the other site. Moreover, they have additional features for unified communications, including integration with fax. Simac also delivered 315 Cisco telephones. Since the whole infrastructure is built on Cisco technology, the networks are more stable than before, when there were different technologies being used side by side.

Quick selected Simac as a partner for this international project on the basis of the quality and cost of their proposal. During the project Simac proved to be a flexible supplier who gave valuable advice. So on their recommendation, Quick had software such as Cisco EnergyWise installed, which limits power consumption, and PeterConnects software to make the work of the operators simpler.



Profile

The Quick Group was founded in 1970 and is the only hamburger chain of European origin. Today, Quick is the largest hamburger chain in Belgium and Luxembourg, and is number two in France. The Quick chain has around 500 restaurants in Belgium, Luxembourg, France and the rest of the world, of which 80% are run by franchisees.

Challenge

The French head office, where about 230 people work, was due to move to a new building. The existing computer and telephony network was outdated and so was not included in the move. The telephone exchange of the Belgian head office, which has about 60 staff, was dependent on the French exchange and so the Belgians also joined in the renewal project.

Solution

Quick turned to the expertise of Simac for international project management. Simac installed a brand new wireless and wired computer and telephony network based on Cisco technology, together with 315 Cisco telephones.

Benefits

- More stable network
- Redundancy
- Business continuity
- Better services for the restaurant chain
- Communicate more efficiently
- Remote monitoring



“Our network is more stable and more redundant than before. If there are problems at one site, then users can continue working through the network of the other site.”

Josi Mues, Director Quick Information Services



"The reason for the project was the move of the French head office of Quick to a different location in Paris," says Josi Mues, Director Quick Information Services. The telephone exchange of the Antwerp office depended on the Paris branch and so it was not fully autonomous. In Paris it was decided to take the opportunity provided by the move to install a new network and communication infrastructure. The existing services for IP telephony needed to be replaced and the network was not fast enough to meet the new communication needs. Since the Belgian head office is dependent on the French branch, it decided to join in the project.

Simac installed a completely new network at the two head offices of Quick in Antwerp and Paris, which included Wi-Fi access points. Thanks to the faster network and features for unified communications, users can communicate better and more efficiently. Every staff member received a fixed Cisco telephone. The receptionists and assistants also have a wireless DECT telephone for use within the building.

International collaboration

"We opted for an international collaboration with Simac," says Josi Mues. "They proposed a much better configuration than the other potential partners; better performing as well as cheaper. Simac could also deliver quickly. This last factor was essential because everything had to be ready in time for the move on 1 April 2011."

The deadline was met. The move took a single night. The outdated technology was left behind, so that Simac could already start preparing the infrastructure at the new French branch. The wiring was done by a subcontractor and Simac took care of the installation of the Cisco switches and the IP telephony server. They also installed Wi-Fi access points, so you can connect wirelessly with the computer network anywhere in the building. The entire infrastructure is based on Cisco technology and so it is more stable than the heterogeneous infrastructure used before.

Business continuity

The Quick head office in Paris has about 230 staff and the one in Antwerp about 60. They communicate intensively with each other. So a well-functioning network for telephony is essential. Thanks to IP telephony, the costs for international telecommunication are not increasing. "We had this cost benefit previously because we were working with IP telephony then as well," says Josi Mues. "Now our network is much more stable and more redundant than before. If there are problems at one site, then users can still continue working through the network of the other site. This business continuity is very important for Quick because the staff of the two head offices provide services

to our restaurants. We must always be available for them. So indirectly, the new network infrastructure is also benefitting our services to the restaurants."

Currently, phoning is not done with softphones. "We are still working with telephones," says Josi Mues. "We are planning convergence with the mobile phones of our staff. The receptionists already have added features. The reception staff at the Belgian branch and at the French head office can cover for each other perfectly when necessary. And if I'm in Paris, the Antwerp receptionist can connect me immediately without any problems."

Josi Mues: "Simac also took care of integration with the fax, with the help of Faxination software. We now have access to even more advanced features for unified communications, which is boosting the efficiency of our communication. Staff working off-site can always keep track of their messages, and voicemail can be converted into text and vice versa."

External expertise

The IT department of Quick is fairly large, with about 30 staff in Paris and two in Antwerp. Still, the fast-food chain had no doubts about the collaboration with Simac as an external partner. "It is not our core activity but it is important for supporting our business activities," explains Josi Mues. "So in Simac, we found a good partner. They also proved to be very flexible during the installation process. The Simac experts had to come back several times because the other work at the new building had been delayed. Minor mistakes made by suppliers were put right by Simac. And each time they gave us good advice. So on the advice of Simac we are now using PeterConnects software for operators. This ensures, among other things, that the telephone numbers of callers are identified so that their names appear."

Quick also had Cisco EnergyWise technology installed. This reduces the power consumption of the entire business infrastructure. "The screens of the telephones are automatically dimmed after 7 p.m. and the power of the switches automatically goes down when there is less traffic," explains Josi Mues. "This provides us with energy savings, which means we are reducing our ecological footprint."

Initially the users had to get used to the new technology. "Everyone used to have paper lists with telephone numbers next to their telephones, but now all the contact details are stored centrally," says Josi Mues. "So a new way of working, but the users quickly found it to be user-friendly and much more efficient. What's more, they can adapt the screen of their Cisco telephone to their own needs."

Quick will be able to work with the new communication

services for many years to come, especially since it is easy to upgrade or expand. "We do the day-to-day management ourselves but this doesn't involve much work. A number of IT staff received training on IP telephony and Cisco switching from Simac. Simac is still responsible for the maintenance and remote monitoring. If there is a problem, they can usually solve it remotely."



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