

CASE STUDY

CONTRACT CATERING COMPANY IMPROVES SERVICE AND STAFF RETENTION



THE CLIENT'S NEEDS & CHALLENGES

Contract catering company Artizian specialises in providing services for blue chip corporate clients that demand the highest standards. Artizian is always looking for ways to improve the quality and responsiveness of its services.



Based in Wargrave, Berkshire Artizian employs 220 people, though only a handful are office based. Alison Robinson, Managing Director explained: "We have just twelve office staff responsible for over two hundred catering staff."

"Our clients demand the highest standards of service," said Robinson. "IT systems that support the needs of the business play a big part in enabling us consistently to deliver the quality services that our clients expect from us."

If Artizian's computer system fails, its head office simply grinds to a halt. "All of our accounting systems are computer based for example," explained Robinson. "There is virtually no aspect of our work that does not rely on computers."

In order to support a continuing commitment to customer service, the company needed to introduce mobile email for its staff but found that its existing system was unable to deliver this. Artizian asked Dunston IT, their long time IT solution suppliers, to advise on how to implement a mobile email solution.

THE DUNSTON SOLUTION

Robinson said: "Dunston recommended that we upgrade to Microsoft Windows® Small Business Server as this would offer a simple solution to our mobile email requirement and it would give us a lot of other additional capabilities as well. We've not been disappointed."

Artizian now has the mobile email solution it needed. By taking advantage of Outlook Web Access, Artizian's managers can access their email from anywhere with an internet connection. Robinson said: "Our area managers all have laptops and can now access their email when out of the office."

"We knew we could trust Dunston. They have always given us sound advice and great service." explained Robinson

Microsoft Small Business Server not only gives staff access to email when out of the office, using Windows Terminal Server, staff can also gain access to files on the head office server wherever they are working. "It makes maintaining a work-life balance easier," said Robinson. "We now have staff working from home, which wouldn't have been possible before."

Small Business Server also allows Dunston IT to provide Artizian with technical support remotely, which means that the company can get back in business even quicker if there ever is a problem.

BENEFITS FOR THE CLIENT

A MORE RELIABLE, QUICKER & COST EFFECTIVE SYSTEM

"We've found the system far more reliable than the old one," said Robinson. "But if any diagnostics or software maintenance is required, we can just call up Dunston and the work can normally be performed remotely, which is far quicker and cheaper than if someone has to visit us in person."

IMPROVED STAFF RETENTION

"We had a member of staff who went on maternity leave," explained Robinson. "Because we had Terminal Server, we could offer her the possibility of home working. The technology helps us meet our obligations under government flexible working legislation and it helps us to retain key staff."

REMOTE ACCESS & COST SAVINGS

Artizian staff can now work anywhere, both accessing email and files on the server. Robinson advised: "We were thinking about opening a London office but with the new technology we can offer the same high levels of client service without the additional cost."

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