



## Case Study

### Stephens Catering & eircom total ict

Stephens Catering knows the importance of delivering a full service to customers. In business since 1969, the firm has expanded beyond its traditional focus on the supply of catering equipment to become a consultancy that advises the private sector - restaurants, hotels, retailers etc. and the public sector - schools, hospitals, hotels, and government departments on how to best design and install kitchens of all sizes. So, when Stephens Catering went in search of a technology partner that could also provide a complete package, including equipment, consulting and support, it selected *eircom total ict*.

*"eircom total ict gave us everything that we needed, the network, our server, e-mail, broadband, PCs and printers – the whole package all from a single point of contact,"*

explained Julie Caves, a Director with Stephens Catering Equipment, which partnered with *eircom total ict* ahead of moving to its new offices in Maynooth, Co. Kildare.

Specifically, *eircom total ict* installed and supports Stephens Catering Equipment's Local Area Network (LAN) as well as its high-specification network server, which links its desktop computers, laptops, multi-purpose printer and a special-purpose CAD (Computer Aided Design) printer. On the communications side, the company has been equipped with a high-speed *eircom broadband* connection, as well as a new Internet domain and e-mail services for all members of staff. *eircom total ict* also designed, fit and set up a new Nortel phone system, which includes voicemail, call answering and Voice over IP features.

Now, staff at Stephens Catering Equipment are able to work more effectively, with document sharing and e-mail a key part of the company's operation. Thanks to the company's new infrastructure – including its Local Area Network, e-mail and broadband access – new design specifications can be sent to and received from the head office in Co. Antrim, eliminating a process that previously took hours on a dial-up internet connection, or even days using a courier service.

*"The drawings can now just be e-mailed over the broadband connection, and we can print them ourselves on the CAD printer. It's a real time and cost saver,"* Julie said.

Equally important is the high level of service that came with the new hardware and software. Prior to the installation, *eircom total ict* carried out an assessment of the firm's needs and made recommendations on suitable technology solutions. With the proposed system now up and running, Stephens Catering is also able to turn to *eircom total ict* for training, full technical support and additional advice on new technology infrastructure – all from a single point of contact.

*"More than anything else, it was the single point of contact that made all the difference to us. I can just speak with one person at eircom who can address any problem I have, rather than running around talking to different suppliers,"* Julie said.

*"It's a total service that covers everything from equipment to support. It definitely saved us time and money, and the service has brought the company to the next level in terms of technology. It is not too much to say that the solution from eircom total ict has changed our business dramatically, helping us to work more effectively and more efficiently,"* Julie concluded.

*"The overall service, including an impressive technical support element, has been such a success that we are now extending it to our offices in Broughshane, and Belfast in Co. Antrim and Lifford in Co. Donegal. Soon, we'll have a fully networked and far more advanced organisation, supported by top-of-the-line technology from a single provider."*

### *eircom total ict* at a glance

- An *eircom* IT expert will examine your business communications and technology infrastructure.
- *eircom total ict* will then evaluate and design an ICT solution specific to your business.
- *eircom total ict* will deliver, install and manage all state-of-the-art components for your ICT infrastructure, including training and support.
- *eircom total ict* will provide a flexible, cost-effective package, helping your firm to retain control over its ICT investment.
- *eircom total ict* a dedicated team of experts will provide total support for new and existing equipment.
- Call *eircom total ict* on 1800 428 428

To find out how *eircom total ict* can benefit your business, contact your *eircom* account manager or visit [www.eircom.ie/totalict](http://www.eircom.ie/totalict)