

Vapiano's business model is based on an open dining experience that encourages accessible communication with friends, family and guests whilst giving the customer a variety of dining choices that the diner can refine to suit their taste.



CHALLENGES

For the brand and its success, there was a need to consolidate services and have a single service provider for their business communications.

At the time of consultation, the Vapiano sites were managed by different suppliers offering different solutions across the UK. Managing multiple suppliers providing different telephony systems across multiple sites was challenging and difficult to manage and maintain. The main objective for Vapiano was to standardise and design a solution that could be centrally managed and rolled out through one supplier.

Vapiano has seen exponential growth in:

- 32** countries
- 5** continents worldwide
- 6** sites in the UK
- 4** London sites

THE SOLUTION



Social Wi-Fi



Smart Routing Devices



Unified Communications



Data Connectivity & Infrastructure Services



Support Package

The benefits of a joined-up solution have given the Vapiano team confidence to award the deployment of data and communication services to Virocom to get on with their daily operations, achieve their business goals and plan for future expansion.



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“Vapiano is all about customisation, passion and innovation. With Virocom, we have not just found the perfect partner that fulfils our needs, but also a reliable service provider that supports us when we need help. Thank you!”

Tanja Scheffel | Vapiano

BENEFITS

The solution that has been provided is scalable and efficient, incorporating voice, data connectivity, Wi-Fi and intelligent software and devices that continuously work behind customer-facing peripheral devices.

Guests are welcomed via Vapiano's social Wi-Fi, which builds customer loyalty and adds value by offering a free hotspot to enhance customer experience. This partition of the network has been built to ensure a separated business network and provide security from inadvertent file corruption and the business's bandwidth saturation.

Benefits of this solution stack have enabled Vapiano to :

- ✓ Have one service provider for services and support.
- ✓ Control OpEx and CapEx costs.
- ✓ Attain a scalable business model.
- ✓ Be able to measure footfall and reward customer loyalty.
- ✓ Replicate efficient and consistent services across all sites.
- ✓ Realise seamless deployment.

ABOUT VIROCOM

At Virocom, we connect communication/forward-thinking technology, monitor device health and performance via our Ascension Cloud management software, and manage multiple technology environments to deliver guaranteed uptime and reliable service for our customers.

Virocom is your trusted technology partner - designing, provisioning and supporting the technology that underpins your operations.



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