

DOMINO'S PIZZA



For a major business that's getting bigger, Kcom's networking solutions and superior customer care turn everyday technology into a tailored experience.

The customer

Starting in Michigan in 1960, today Domino's Pizza is the world's leading pizza delivery company. One of the planet's most successful franchise businesses, it's still growing, with more than 8,000 stores in 50+ international markets.



Colin Rees, IT Director, Domino's Pizza

I'm the IT Director of Domino's Pizza for UK, Ireland and Germany. We're a fantastically equipped, fast-moving business, opening around 60 stores every year. Our focus is very much on product quality and fantastic service.

Brian Condron, Business Development Manager, Kcom

I work in our Business Development Team in Kcom: very much working with customers to make sure we understand what they're looking to achieve from a business perspective and how we can apply the appropriate solution technology mix into them to help them achieve their business objectives.

Colin Rees, IT Director, Domino's Pizza

Our key ICT challenge was really dealing with growth. As I mentioned earlier, Domino's has been growing fantastically quickly over the past few years and that's put a lot of challenge on our internal IT function. When I looked at the strategy for IT I really wanted the internal team to focus on things that added value. Hence, what we were looking for was some partners to help us deal with those areas our internal team didn't have the time to focus on.

We signed a three-year managed services deal with Kcom and we expect that to provide us all of our networking services into the future.

Brian Condron, Business Development Manager, Kcom

Domino's Pizza is a really important customer for us in terms of the way we engage. First of all it's important we worked with them and understood exactly what they're looking to achieve from their business.

Colin Rees, IT Director, Domino's Pizza

It was very much about designing a solution that was flexible enough to scale with our growth.

Brian Condron, Business Development Manager, Kcom

During the six months we've been providing the service we have been monitoring and managing the network, providing proactive service and support on a 24 by 7 basis. What we provide is a service that a lot of organisations potentially can provide but it is the wrap that Kcom can put around that that has enabled them to move forward. They can take the delivery of the services and the solution as something that they can rely on Kcom to deliver time and time and time again.

Colin Rees, IT Director, Domino's Pizza

We've worked with Kcom for about six months now and of course part of that was the transition period, which has been an incredibly smooth process. We've really had none of the normal challenges of moving from one supplier to another. The past three months have been our first experiences of the service and again we've had no real problems at all. It has been very smooth and where there have been issues they have been resolved very quickly and very professionally.



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