

# CASE STUDY

"Sodexo: Improved Connectivity to Enhance Collaboration"



Team collaboration is an essential element in a company's life. This is particularly true for companies like Sodexo, which have numerous sites distant from the central headquarters. By modernizing connectivity across its various sites with Telindus' Explore, the company has significantly reinforced its teams' collaboration capabilities.

As a global leader in collective catering, Sodexo has a strong presence in Luxembourg. The company manages 90 sites in the country and ranks as the 16th largest employer in the Grand Duchy. However, the specificity of Sodexo's work and its deployment across dozens of sites throughout the country pose challenges in terms of organization and communication. Although these different sites were already connected through older-generation communication means, the need to modernize became apparent. "Sodexo was eager to embrace digitization by opting for slightly more sophisticated technological tools, allowing for higher bandwidth and the installation of more professional tools," explains François Martin, IT Operations Manager at Sodexo Luxembourg. "Our goal was to interconnect the various sites and the central headquarters to implement collaboration solutions such as the Microsoft 365 suite, Teams, Sharepoint, Outlook Web Access, etc."



## EXPLORE: A PIPELINE WITH MULTIPLE VIRTUE

To implement this project, Sodexo turned to Telindus, a long-standing partner that already provided mobile telephony solutions to the company. Following the tender launched by Sodexo, it was indeed Telindus' Explore solution that was chosen. "Explore is like a big pipeline that is installed on site and allows not only for high-speed internet connection but also a series of other services, particularly in terms of security. The design of this particularly reliable product appealed to us because it allowed us to achieve our objectives while controlling costs," adds François Martin.

However, the implementation of Explore across the group's various sites in Luxembourg was not facilitated by the COVID crisis. These sites are located within the premises of Sodexo's various clients, with whom collaboration is necessary to carry out any required work. Despite the difficulties associated with this situation, the project was successfully carried out thanks to proper project management. "We had regular follow-up meetings with our clients and Telindus," continues François Martin. "We took the time to explain things before deploying the solution. I must say that Telindus' support was perfect. We received the support we expected in implementing this tool."

## MANY BENEFITS

Today, with some hindsight, Sodexo's teams can already see the numerous benefits offered by the Explore solution. "On several sites that had very outdated connectivity solutions, we have truly entered a new dimension, with fiber offering speeds of 100 MB," details François Martin. "On other sites, the result may be less obvious because the old installation was already somewhat more efficient. That said, Explore will allow us to remove other installed solutions, which will offer us financial gains in the long term." Furthermore, the installation of Explore offers the possibility to centralize all infrastructures to the central headquarters and no longer have to deal with a multitude of mini IT infrastructures installed within each operation.

Therefore, Sodexo now has a single connectivity solution that significantly enhances its teams' collaboration capabilities while reducing certain costs. However, the group does not intend to stop there, as many other projects are under consideration: WiFi management, network equipment renewal, internal application projects, and more. "The goal, through all these projects, is always the same: to improve collaboration between teams on-site and those present at headquarters," concludes François Martin.

# DISCOVER THEIR STORY



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**FRANCOIS MARTIN** - IT Operation Manager of Sodexo