



Case Study

Le Pain Quotidien, meaning daily bread, is a boulangerie-restaurant group founded in Brussels in 1990. They are a global chain of bakery-cafés operating in many countries around the world. They sell organic bread and cakes in a homely, rustic style.

Le Pain Quotidien currently have more than 200 bakery-café locations, in 17 countries worldwide. They are a premium casual dining food retail company who are passionate about the quality of their service and products.

Le Pain Quotidien's success worldwide has meant that they have had a huge growth within the company, communication is critical to support this. They were searching for a telecoms company that could deliver the services and solutions to meet their business needs now and were also scalable for future growth. Le Pain Quotidien's main focus with moving their telecoms was to reduce cost and have a more structured and managed service to enable better support for end users.

Trinity Maxwell explored the options of moving to Vodafone or EE as well as staying with O2 to see which suited them better, both commercially and with regards to coverage. The Decision was made to move to Vodafone.

With a large number of connections moving networks, it was vital to Le Pain Quotidien that the transition from O2 to Vodafone was smooth and had no disruption to their business.



"The change went very well and the implementation manager was fantastic. Both in the build-up and on the day we always felt Trinity Maxwell were in control and managing it effectively. It was a big move for us and having someone there to support us on the transfer day was great, Steph handled all of the questions from our users and helped them with moving data from old phones which took all the pressure of us".
Robert Brown, IT Manager

Since the move, Le Pain Quotidien now have their own personal account manager, who is their main point of contact to assist with anything they need.

This gives them the high touch, proactive service that they pride themselves on delivering to their own clients.

"We are always able to get hold of our account manager, they understand our needs and always delivers the level of support we require" Said Robert

Trinity Maxwell provide Le Pain Quotidien with detailed monthly billing reports that saves them hours of analysis and administration, enabling them to make informed business decisions.

"Trinity Maxwell have absolutely delivered on their promises, both in terms of the cost savings and in terms of the service and support" Said Robert



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THE ANSWER IS YES