

Black Angus Restaurant & Catering

Restaurant and catering company saves money, increases availability by moving communication and collaboration to the cloud

With their business continuing to expand and the opening of a new restaurant, Black Angus Restaurant & Catering needed to ensure their technology was able to keep up with their growth. Microsoft Office 365 gives them the ability to access core applications and effectively collaborate with each other regardless of their location, while simplifying their system administration and helping to keep their technology budget at a predictable amount.

Situation:

Headquartered in Virginia Beach, Virginia, Black Angus has grown from a single restaurant opened in 1954 to a full-fledged catering company with multiple fine dining establishments. In 2010, Black Angus began completing the renovations on their restaurant, Virginia Originals, which boasts a unique location in the middle of the 23-mile long Chesapeake Bay Bridge-Tunnel. With their soon to be expanded staff and ever increasing physical locations, they decided a review of their current technology was in order. Black Angus's on premise Exchange Server and network file system no longer seemed to be the best fit for their vision of anywhere, anytime access to e-mail and files and the ability for geographically separated staff members to effectively collaborate, while not having to increase either the complexity or cost of their technology.

Solution:

When Black Angus President Chris Savvides discovered Microsoft's Office 365 offering, he thought this could be just what they were looking for. A flexible, cloud-based solution offered at a low monthly cost, Office 365 brings together Microsoft Exchange Online for e-mail and calendaring, Microsoft SharePoint Online for portals and document sharing, and Microsoft Lync Online for instant messaging and video conferencing.

deNuvem worked with Black Angus to set up their free Office 365 trial in co-existence mode, allowing them to keep their current Exchange 2003 Server in place for the majority of staff members while sending only select user's e-mail through Office 365's Exchange Online. With the ability for key staff to fully test the system before making any financial commitment, Savvides was able to ensure Office 365 was the solution he had been looking for. Once the decision was made to move forward with a full implementation, deNuvem helped migrate the remaining Black Angus staff to Exchange Online, and to implement the new elements of Lync and SharePoint. As



Organization Profile:

Headquartered on the beautiful Virginia Beach Oceanfront, Black Angus Restaurant & Catering has been a part of the local and tourist community of Virginia Beach for more than 50 years.

Business Situation:

With the expansion of their business to include another new restaurant, Black Angus needed to ensure their technology could handle the increased number of staff and their multiple physical locations without having to substantially increase their technology budget.

Solution:

Black Angus moved their communication and collaboration to the cloud through the implementation of Microsoft's Office 365.

Benefits:

- Near fixed costs
- Simplified administration
- Increased availability

Software and Services:

Microsoft Office 365

Vertical Industries:

Hospitality Industry



Savvides began to delve further into SharePoint, he was excited to see the myriad of possibilities it offered and to begin using functionality like InfoPath browser-compatible forms to replace paper forms. He shares, "We now have the proper document form in front of and accessible to any staff member. From there, they can get the correct information from clients to better serve them in their catering needs. "

Benefits:

With Virginia Originals now open, the Black Angus team is bigger and busier than ever, and with the tourist season quickly approaching, Savvides is pleased with the benefits Office 365 has brought them. "We can now spend more time running the business rather than trying to maintain hardware and keep up with the technology. Every time I see deNuvem, they are providing a solution and way to improve functionality, not an invoice or request for another piece of hardware," says Savvides.

Near Fixed Costs

With Black Angus's Exchange Server and other on-premise applications, costly server issues, necessary upgrades, and system downtime were always a threat, and increasingly a reality. Office 365's straightforward, low monthly charge per user allows Black Angus to not only have a near fixed cost for its technology, but to predict necessary technology budget allocations as they determine additional staff are needed. And Office 365's service level agreement of over 99% uptime keeps Black Angus from having to worry about lost productivity when staff members are unable to utilize critical technology.

Simplified Administration

While removing the burden of maintaining an on-premise server, but without taking away any of the granular control that they need, Office 365 has helped Black Angus simplify not only their employee onboarding procedure, but also the overall time and effort necessary for basic administration. Savvides says, "One of the biggest benefits is the streamlined administration. We are too small to support an on-site IT administrator, and response time as well as availability were often problems for third party services. Office 365 is incredibly solid and once set up requires very little administration from our end, which allows us more time to focus on productivity. "

Increased Availability

Without needing to be on a computer plugged in to the server network or log in via a cumbersome VPN, Black Angus staff can now access their e-mail, files and other tools anywhere there is an internet connection, or even on a mobile device. With some staff working in multiple locations or on site at events, there's now rarely a time that they can't stay connected.

"We can now spend more time running the business rather than trying to maintain hardware and keep up with the technology."

Christopher Savvides, Black Angus Restaurant & Catering President

For More Information:

For more information about deNuvem's cloud implementations and other services, contact Megan Hartman at 757-905-1291 or megan@denuvem.com. You can also visit us at www.denuvem.com.

For more information about Black Angus Restaurant, call (757) 428-7700 or visit their website at www.blackangusrestaurant.com.