



CASE STUDY

Sodexo: better connectivity to strengthen collaboration

Collaboration between teams is a key element in the life of a company. This is especially true for companies like Sodexo, which has many sites located far away from head office. By upgrading connectivity at its various sites with Explore from Telindus, the company has significantly enhanced the collaboration capabilities of its teams.

Sodexo is a global food services giant with a strong presence in Luxembourg. The company operates 90 sites in the country and is ranked as the 16th largest employer in the Grand Duchy. However, the specific nature of Sodexo's work and its deployment at dozens of sites across the country presents a challenge in terms of organization and communication. Although these sites were already connected by older generation means of communication, the need to modernize them was felt. "Sodexo wanted to go digital by opting for more sophisticated technological tools that would allow for higher speeds and the installation of more professional tools," explains François Martin, IT Operations Manager at Sodexo Luxembourg. We wanted to be able to interconnect the various sites and the head office, so that we could implement collaboration solutions such as Microsoft 365, Teams, Sharepoint, Outlook Web Access, etc."

— Explore, a conduit with multiple virtues



The Explore solution provides a single, multi-service connection

To implement this project, Sodexo turned to Telindus, a long-standing partner that has already provided cell phone solutions to the company. Following Sodexo's call for tenders, Telindus' Explore solution was selected. "Explore is a kind of large pipe that is installed on site and not only provides a high-speed Internet connection but also a range of other services, particularly with regard to 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 at the group's various sites in Luxembourg has not been made any easier by the Covid crisis. These sites are located on the premises of Sodexo's various clients, and we have to be able to collaborate with these in order to carry out any necessary work. Despite the difficulties associated with this situation, the successful tracking of the project has made it possible to achieve this. "We had regular follow-up meetings with our customers and Telindus," continues François Martin. "We took the time to explain things before deploying the solution. I must say that the support from Telindus was excellent. We received the support we expected in the implementation of this tool. "



Explore connectivity solution offers many benefits

— Numerous benefits

Today, with a little hindsight, the staff at Sodexo can already see the many benefits offered by the Explore solution. "At several sites that had very outdated connectivity solutions, we've really entered a new dimension, with fiber offering speeds of 100 MB," explains François Martin. At other sites, the result is perhaps less obvious, because the old installation was already a bit more efficient. That said, Explore will enable us to eliminate other solutions that were installed there, which will ultimately offer us financial gains. In addition, the installation of Explore offers the possibility of transferring all the infrastructure to the head office and no longer having to deal with a multitude of mini IT infrastructures installed at each operation.

SAs a result, Sodexo now has a single connectivity solution that significantly enhances the collaboration capabilities of its teams, while reducing some of its costs. However, the Group has plans to continue with other projects, such as WiFi management, network equipment upgrades and internal application projects. "The aim of all these projects is always the same: to improve collaboration between the teams on site and those at headquarters," concludes François Martin.

— Read their story



"All these projects have the same objective: to improve collaboration between the teams on site and those at headquarters."

FRANÇOIS MARTIN – IT Operation Manager of Sodexo

Sodexo in brief

Sodexo is the world leader in Quality of Life services. Every day, our 470,000 employees work to improve the Quality of Life for 100 million people. We design, manage and deliver a unique combination of On-site Service Solutions, Benefits and Rewards, Personal and Home Services, including: reception, cleaning, food services, prisoner support, concierge services, childcare, home help for the elderly, meal and gift vouchers and incentive programs. With operations in 67 countries and more than 100 professions in a wide variety of contexts, Sodexo offers a wealth of opportunities for those who share its passion for service.