

CASE STUDY

REMOTE SITES



Company: COMPASS GROUP FRANCE

Business sector: Corporate and industrial food service

Software: **MEDIACONTACT**

Interconnection: TCP/IP - ADSL

Use: Centralized management of data exchange and terminals for the group's 3,000 cafeterias

Profile

With a presence in 90 countries, Compass Group is the global leader in corporate and industrial food service. The French subsidiary employs 20,000 and manages 3,000 corporate (Eurest), school (Scolarest), and hospital (Medirest) cafeterias.

Requirements

The back office consists of an Oracle ERP system. Each restaurant is linked to headquarters by ADSL or PSTN and locally uses Estelle, an internally developed professional application that runs on Windows. Previously, data exchanges were performed every 24 hours using a proprietary communication tool.

New requests from operational departments simultaneously required an increase in transfer frequency and greater volumes of exchanged data. The communication platform being used no longer had the resources to handle these new requests. The IS Department decided to replace it with a more powerful and easy-to-implement solution, and selected MediaContact after testing various solutions on the market.

Solution

The new infrastructure consists of a MediaContact server running on Windows installed at the group's computer center. Based on their size, cafeterias have from one to three Windows stations, each equipped with the Estelle application and a MediaContact client (3,500 total licenses). Downstream data flows include catalogs, items, prices, and the supplier repository. Transfers occur automatically at night through MediaContact scheduler or by

request as needed. Upstream data flows, whose volume is constantly increasing, include statistical data, delivery information, and eventually supply orders.

Administration of the remote system was not covered in the initial contract terms, but the IS Department was attracted by MediaContact's additional integrated services, notably its remote application distribution and remote inventory management, which provide more extended functional coverage. Updates of the Estelle application were previously managed by sending CD-ROMs to each restaurant, but will now be handled automatically from headquarters.

Benefits

- Easier management of exchanges
- Automatic distribution of software updates
- Bandwidth optimization (check-point restart, differential synchronization, etc.)
- Superb platform reliability

" MediaContact enabled us to set up data flow exchanges on the fly and to increase the number of transfers. It provides remarkable reliability and stability, and considerably simplifies our work processes through the integration of remote application distribution and remote inventory management into a single data exchange tool. "

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