

What we do:

Elevate Your Future Potential.

Innovate, the spark that ignites change.

Integrate for a seamless tomorrow.

Our Solutions:

- Enterprise IT
- IT for SME
- Green IT
- IT for M&A

Contact us

For more information on any of our products or services, please visit us on the Web at: www.ienlimited.com

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LEISURE & HOSPITALITY

Partnership Demonstrating Trust, Value and Expertise

IEN helped this leading hospitality business by revamping their outdated network infrastructure, enabling efficient IT solutions and seamless expansion. With IEN's tailored solutions, the company established a repeatable retail unit opening process, reduced costs by 55% per opening, and continues to expand their European presence.



THE PROBLEM

Across their brand, including a retail coffee shop chain, they had an ageing and underinvested network infrastructure that required fresh vision, architecture, and a roadmap to deliver the technical solutions needed for their large and growing business.

This included an expansion into the German market, where they needed to establish a successful and repeatable opening process delivering flexibility, cost, and time efficiency at its heart, across 13 new openings. This needed to meet their aggressive timescales as a company looking to grow, whilst also being the template for smooth, successful, and cost-efficient openings in the future.

OUR SOLUTION

Following high level consultations, IEN put together a network transformation proposal that fitted the board's unique technical architecture and business requirements. This included:

- Formulating an Outlet Network Strategy which was then implemented for the UK and German business expansions.
- Designing and delivering infrastructure for the separation of one division of their network.
- Consulting on technology and partner selection for the expansion into Germany.

THEIR OUTCOME

IEN's relationship with the business continues to this day entering its 8th year as they drive on with the expansion of their retail unit locations.

IEN's tailored solution enabled them to establish a repeatable retail unit opening process and reduce time and resources during the planning process.