

ESTABLISHING KEBHOUSE'S IT INFRASTRUCTURE

CASE STUDY





OVERVIEW

Kebhouze, an Italian kebab restaurant chain, has seen remarkable growth since its inception in Milan in 2021. With 24 sites across Italy and Spain, Kebhouze aimed to replicate this success in the UK, opening what is anticipated to be the nation's largest kebab house on London's Oxford Street. Yet, their expansion came with significant IT infrastructure challenges, calling for expert intervention.

CHALLENGE

During the process of establishing a presence in London, Kebhouze faced challenges in finding an IT service provider capable of navigating the complexities of a new market. The challenges were multifaceted:

- **Cultural and Operational Differences**

Kebhouze was accustomed to the Italian business model which is different from the UK.

- **Incomplete IT Infrastructure**

Although London site plans possessed the majority of the electricity and network cabling, they were missing a number of critical IT infrastructure elements, including WiFi, additional network sockets and cabling, and CCTV, kiosks, EPOS, broadband Internet, and guest Wi-Fi. These components were essential for maintaining business operations.

SOLUTION

Lucidica IT Support's solution for Kebhouze was comprehensive, centred on strategic planning and execution and reinforced by our diversified team's unique skill:

- **Strategic Infrastructure Planning**

Our engineers conducted an on-site assessment to design a network infrastructure from the ground up. The team's efforts to design a network infrastructure that met the intricate needs of Kebhouze's three-story were supported by our Italian engineer's useful insights.

- **Custom Cabling**

Working with the Client's contractor to ensure the installation of sufficient custom cabling system laid the groundwork for the necessary IT services. Network cabling supported robust broadband, Wi-Fi, the cameras, and the restaurant's point of sale systems.

- **Network Setup**

Strategic placement of networking hardware ensured optimal coverage and performance across all three floors.

- **Integrated Systems**

We installed and configured Kebhouze's Kiosk, EPOS, and CCTV systems, ensuring each component communicated effectively within the network.

- **Tailored IT Support**

Lucidica offered a bespoke IT support contract, guaranteeing ongoing support, future enhancements, and swift resolution of technical issues.

OUTCOME

The solution provided by Lucidica IT Support was instrumental in the successful launch of Kebhouze's London branch. By overcoming the initial IT hurdles, Kebhouze was able to offer its full spectrum of services on schedule, including dining experience complete with digital kiosks and secure payment systems.

- **Operational Efficiency**

The robust IT infrastructure, tailored to Kebhouze's needs, enabled efficient and uninterrupted restaurant operations from day one.

- **Adaptability and Customer Satisfaction**

The reliable network provided a seamless customer experience, enhancing the restaurant's reputation. The IT solutions provided by Lucidica bridged the gap between differing business cultures and practices.

- **Business Continuity**

With the IT support contract, Kebhouze secured a partnership for continuous technical support and system improvements. The ongoing support contract ensures that Kebhouze can continue to evolve its IT systems in alignment with its growth, with the assurance of Lucidica's support attuned to their diverse needs.

CONCLUSION

Lucidica IT Support delivered a customised and comprehensive IT solution that not only met Kebhouze's immediate needs but also provided a scalable foundation for future growth. Our dedication to overcoming cultural and logistical challenges exemplifies our commitment to client success in the dynamic UK market.

For more information about Lucidica IT Support's services and how we can assist your business, please visit [Lucidica website](https://www.lucidica.co.uk). Our portfolio of solutions extends beyond the restaurant industry, as we aim to empower businesses with reliable technology foundations.