

# BUSINESS CONTINUITY

## WHITBREAD BUSINESS CONTINUITY CASE STUDY

### Q&A With Whitbread

*Whitbread is the power behind some of the UK's most successful, much-loved hospitality brands.*

*Employing over 40,000 people worldwide and serving more than 11 million customers every month in the UK alone, their brands include Premier Inn, Beefeater Grill, Brewers Fayre, Table Table, Taybarns and Costa Coffee.*

Whitbread approached X-on as they were seeking hosted telecoms services for use during business continuity situations. Their needs encompassed requirements for inbound and outbound services which would allow them to support their staff during situations affecting individuals, sites or both.

Whilst the services needed to be cost effective, the successful provider also needed to be a sound choice in terms of resilient infrastructure and good financial standing. X-on were prompt in their response to Whitbread's enquiry and successfully met the criteria.

The services now being provided by X-on allow Whitbread to make available critical information to staff in the form of an inbound information service. Additionally, an outbound notification service gives Whitbread the option to contact groups of individuals with important information by text, phone or email. Finally, an emergency telephone service ensures that staff can call for assistance any time of the day or night.

#### Why are the services that X-on provide important to your organisation?

The services that X-on provide ensure that Whitbread can respond to business continuity situations quickly, ensuring appropriate information is made available to, or sent to, the right people at the right time. The telephone service gives support to staff when they need it most, by giving access to safety and security staff at all times.

#### How easy are the services to use?

The services that X-on provide incorporate telephone and web administration interfaces making the services easy to administer.

#### Do you think the services provide value for money?

The services represent good value because they are hosted and therefore at a fraction of the cost of on-site solutions of this kind.

#### Have you found the statistics and other information the services provide useful?

The web based reports allow us to obtain historical information for analysis and audit purposes, post DR situation.

#### How would you describe your experience in dealing with X-on?

X-on were prompt in their response to our enquiry. They gave clear explanations of the services on offer including recommendations where appropriate. Good project management and training ensured we achieved a smooth project rollout.

#### Would you recommend this service and X-on to other customers, and within your organisation?

Yes we would recommend X-on to any organisation, or other areas of our business, seeking cloud based telecoms services.

Safety and Security Team,  
Whitbread Group PLC.

**EAT SLEEP & DRINK**  
**WHITBREAD**



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