

Carluccio's digital menu

DELIVERING HOSTING
ECOMMERCE AND SECURITY



Background

With nearly a hundred restaurants in the UK, Carluccio's is a rapidly growing hospitality and retail group.

Their online presence is an important element of the company's overall approach to customer relations, and the Carluccio's website in particular needs to offer a range of digital services.

Ecommerce capabilities need to be reliable, effective and secure – any performance issues or downtime have the potential to directly impact revenue.



Challenge

As part of a full digital strategy review, Carluccio's looked at a range of technical improvements to their website. In particular, they wanted it to deliver a reliable method for customers to book a table, as well as offering an online shop selling a range of products including food and drink. The overall aim was to achieve this as part of a reliable and secure platform.

To achieve this, Carluccio's wanted to find a hosting partner who could deliver a reliable, high performance service, but would also take the management and administrative overhead away from their internal IT team.

**“ We have a small internal IT department, so we need to focus on strategic issues
– we don't have the time to do traditional maintenance and monitoring ”**

Jon Taylor, Head of IT at Carluccio

Carluccio's therefore looked to engage a partner with proven managed services experience, alongside the ability to offer high levels of service reliability, performance and security.



Solution

Carluccio's selected Hyve to host **www.carluccios.com**, and also manage its online ecommerce and website security. The site provides a fully responsive online service enabling customers to book tables and shop online across a range of deli products.

The choice of Hyve as a Managed Services partner was based around the **24/7 support** service, alongside the delivery of proactive, strategic advice before and during the digital development process. Hyve's **ability to scale** Carluccio's web strategy and ensure consistently high levels of site **performance** was an additional factor in Carluccio's selection.

Hyve remove the stress and complexity of **deployment, migration, and evolution** from Carluccio's online platform by employing the following continuous processes: Consult, Design, Deploy, Maintain.

The consult phase seeks to understand client needs in order to architect the perfect cost effective solution, within budget and to a project planning timeline which fits client planning precisely.



Benefits

Project deployment focuses on key technical milestones ranging from server build, migration and content delivery, to platform configuration, fine tuning and launch. Hyve maintains and delivers 24/7 monitoring and support, backed up by ongoing performance tuning, giving every client the ability to scale Hyve's services according to their requirements.

www.carluccios.com now delivers a strong online presence, and they have been able to roll out its enhanced digital strategy without adding to the workload of its in-house team.



“ This is where a Managed Service approach really delivers, I don't have to worry about Hyve's areas of responsibility, in fact, much of the time, I don't even have to think about it. That's absolutely ideal for me and my team who can focus on our major projects which are driving the business forward. ”

Jon Taylor, Head of IT at Carluccio's

Why Hyve?

- ◆ High performance, reliable, managed hosting services
- ◆ Provision of proactive, strategic advice throughout the development process
- ◆ Dedicated Technical Account Managers, delivering a 24/7 support service
- ◆ Ability to scale according to business needs
- ◆ Delivery of consistently high levels of site performance

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