



Le Bistrot Pierre Case Study



This case study explains how NT worked with Le Bistrot Pierre to provide an effective solution for their network of restaurants across the UK.

About Le Bistrot Pierre

“Le Bistrot Pierre” is a restaurant chain embracing French culture and love of food and celebrating all that is great about French cuisine. All of their dishes are freshly prepared by their chefs, using a mix of artisan provincial ingredients and carefully selected locally sourced ingredients, in the style of typical continental bistrots.

The first “Bistrot” is housed in a former bank in Nottingham since 1994; the building was built at the turn of the century and today they use the old bank's vaults as a dry store. They're certainly an unusual kitchen addition, but they make a great walk in pantry!

Business Need:

Le Bistrot Pierre has 16 restaurants located all around Britain, from bustling cities and market towns to bistrots by the sea, each is styled a little differently, but all are equally as charming. They all need the best telecommunications service to ensure their business thrives.

Many reservations are made every day to the different “Bistrots”, so the risk of a system malfunction needed to be managed to make sure there would be no loss of new clients or loyal regular customers.



The business need for a cost-effective unified communications solution was clear, in order to maintain the exacting levels of customer care that "Le Bistrot Pierre" has come to be known for.

Solution:

NT's Solutions Consultant Gary Towle said:

"I first met Robert Beacham in 1999 and was impressed with his ambitious plans to open more restaurants. As the organisation started to gather pace he made his requirements very clear as to a workable, flexible and expandable voice solution for the restaurants. We have since, and continue, to provide a good reliable Voice system into each restaurant and more recently the newly opened Head Office in Nottingham. Meeting deadlines has been very important to ensure the communications are up and running on time for each new restaurant opening and with our UK wide engineering coverage, all our systems have been delivered on time. It's always been a pleasure to work with Le Bistrot Pierre and all the team involved in the opening of new restaurants and look forward continuing this relationship."

~ Gary Towle

Solutions Consultant, NT Voice and Data

Of the solution, "Le Bistrot Pierre" Managing Director Robert Beacham noted:

"We have been supported by NT Voice and Data since 1998 for the telephone systems in all 14 of our restaurants. They are a good reliable and professional organisation and have maintained a consistently high standard of service both on the sales side and after sales. I have no hesitation in recommending their services to any business looking for professional advice and competitively priced voice solutions."

~ Robert Beacham

Managing Director, Le Bistrot Pierre

Contact NT today on 01623 687750 or email sales@nottel.co.uk to find out how we can enhance your communications and help your business offer exceptional customer service, while lowering your costs.

NT Voice and Data Solutions Limited

Unit 12 H20 Business Park

Lake View Drive, Nottingham NG15 0HT

T: 01623 687750 - F: 01623 594300 - E: sales@nottel.co.uk