



Nexon announces multi-year contract with Craveable Brands: Oporto, Red Rooster and Chicken Treat

Nexon Asia Pacific

Nexon Asia Pacific, a leading cloud and managed service provider, has announced a \$5.6 million multi-year contract with Craveable Brands. Craveable Brands - the parent company behind three iconic Australian brands - Oporto, Red Rooster and Chicken Treat - has solidified their relationship with Nexon by including managed network connectivity and cloud calling across all 530 Australian restaurants.

Nexon's relationship with Craveable Brands commenced 5 years ago, when the organisation, previously trading under Quick Service Restaurant holdings, engaged Nexon to deliver their corporate Unified Communications (Skype for Business) and network needs. This new contract will extend the partnership to include the deployment and management of internet access services, cloud calling, cloud managed security, wireless and switching at all 530 restaurants.

With current IT contracts expiring, Craveable Brands sought out a partner to manage the transition to nbn™ access network and offer improved support, service and management for all network, telephony and edge devices.

"Our goal was to provide a reliable and secure network for our Franchise Partners, consolidating to a single partner", said Paul Kennedy, CIO at Craveable Brands. Nexon was chosen as Craveable Brands' new provider after a thorough tender process.

"We needed a partner who could provide a cost-effective network across nearly 600 sites, delivering improved customer experience" added Paul.

"More than that, Nexon's solution model made sense. They already had retail experience, so we asked their customers to tell us their experiences on top of what we already knew. Their customers gave us the confidence to award them the contract" said Paul.

"The retail industry faces a challenging time at present. Retailers need to have a secure, reliable omni-channel presence and the migration to nbn will help keep systems online and support the business to run smoothly," said Barry Assaf, Chief Executive Officer at Nexon Asia Pacific. "Many retailers, like Craveable Brands, need a unified strategy to transition, connect and secure core technology to provide the experiences their customers expect. Reliable connectivity and communication between retail restaurants, warehouses, head office and on-line systems underpin the strategy" added Barry.

Using technology from Cisco Meraki, Nexon is standardising all in-restaurant WAN, LAN and wireless devices to provide complete visibility and centralised management. This streamlined approach will deliver the security, flexibility and enhanced application performance needed by retailers. Nexon will migrate all corporate-owned and franchise-owned restaurants to a secure, stable network and telephony system on the nbn™ access network.

"Having a single provider with a strong provisioning and support model gives us peace of mind," said Tyler Mason, Enterprise Services Manager at Craveable Brands. "Nexon will provide us with a standardised environment and increased restaurant security. This will enable us to thrive and adapt in today's market so we can continue to deliver exceptional customer experiences across our restaurant network" said Tyler.

"We are excited to extend our partnership with Craveable Brands and look forward to working together to increase their advantage in today's market and beyond" said Nexon's Client Engagement Lead, Nevien Badawi.

For more information on how Nexon's deep experience in the retail sector can benefit your business, get in touch.

ABOUT NEXON ASIA PACIFIC Established in 2000, Nexon Asia Pacific (Nexon) is a cloud and managed service provider helping clients run more efficiently, create better user experiences and explore bigger opportunities. We're a trusted technology partner for mid-market businesses, government agencies and not-for-profit organisations throughout Australia and the Asia-Pacific region. Nexon supports businesses on their digital transformation, from network to SIP, to business solutions and everything else in between, allowing clients the ability to work seamlessly across any cloud, anytime and any device.

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