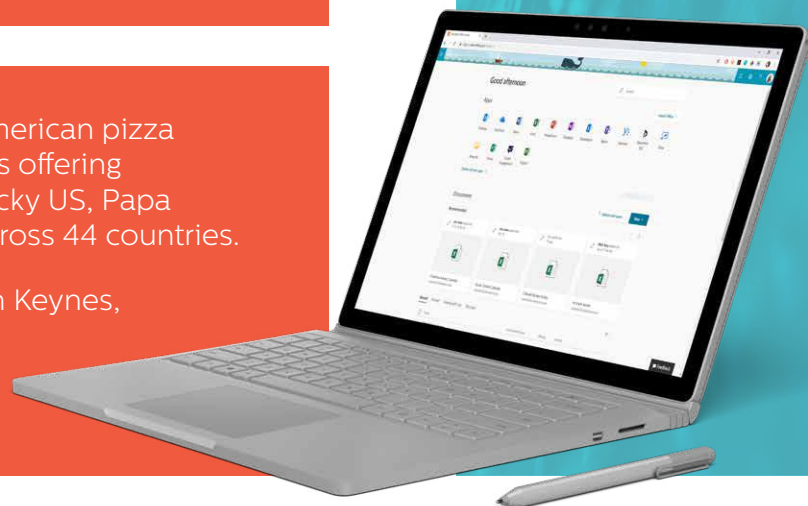# cobweb

LIBERATING TECHNOLOGY

PIZZA PAPA JOHN'S

CUSTOMER PROFILE:
PAPA JOHN'S PIZZA

INDUSTRY NAME:
PIZZA DELIVERY

PRODUCT NAMES:
**MICROSOFT OFFICE 365
MIMECAST ADVANCED SECURITY
EXCLAIMER**

Founded in 1984, Papa John's Pizza is an American pizza delivery franchise business, with some stores offering restaurant facilities. Headquartered in Kentucky US, Papa John's has franchises in all 50 states, and across 44 countries.

The UK operation is headquartered in Milton Keynes, staffed by 100 users, and has over 380 franchise take-away stores, located across the country, from Aberdeen to Truro.

The opportunity – moving to Microsoft Office 365

A Cobweb customer for over five years, the decision was taken to move Papa John's 383 franchise stores from Cobweb's Hosted Exchange 2013 platform to Microsoft Office 365 F1.

David Gyselynck, Papa John's IT Director: "We were very satisfied with our experience on the Cobweb Exchange platform.

"Our move to Microsoft Office 365 was prompted by our belief that Office 365 is the way forward for Microsoft products.

"Naturally, we wanted to keep the power, familiarity, and convenience of our email solution and Exchange. But, we also wanted to be able to provide our stores with the additional features offered by Office 365 – the multiple applications of the Office suite, and in particular, Excel and Word.

"The availability of OneDrive and the ability to share files, was another great incentive promoting the move, and one which will prove to be immensely valuable."

Microsoft Office 365 F1

Microsoft Office 365 is the cloud-based software suite that incorporates Exchange Online, along with the familiar Office features - Word, Excel, PowerPoint and Outlook, for example – and next generation productivity-based services, such as Teams, Planner, and SharePoint, to help businesses improve collaboration and communication.

The F1 plan has been created to help businesses support their firstline workers, providing easy-to-use tools and services to enable the creation, update and management by those workers of tasks and schedules, making communication and training and onboarding processes easier.

Scalable to business need, flexible to be expanded to meet ongoing requirements, Office 365 has built-in industry-leading security, compliance and privacy controls, and world-class support for worry-free migration and ongoing assistance.

David Gyselynck: "The security features integrated into Office 365 are exceptional. It's easy to manage employee identity and access, and a simple process to add and remove workers from teams.

"Mimecast Advanced Security perfectly complements the security features that are part of Office 365. With all the publicity around, no one can be unaware of the dangers of phishing and ransomware threats, and we wanted to ensure that our users receive clean, uninfected emails."

Mimecast Advanced Security

Mimecast Advanced Security helps organisations protect against advanced email-borne threats, including those arising from:

- whaling, or impersonation attempts
- malicious URLs and malware attachments
- spam and viruses
- plus, those originating internal to the organisation.

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David Gyselynck: "Next, was to add in Exclaimer for Office 365.

"Our franchise stores are busy places. The employees on the ground need to be able to focus on what they do, not organising and supervising the ongoing administration for things like email signatures.

"We wanted to ensure consistent signature branding across the franchises, and that would be managed centrally."

Exclaimer – signatures for Office 365

With Exclaimer Signature Manager Office 365, organisations are able to design and create legally-compliant email signatures to be used by every employee within the business, tailored for individual users, and sent from any device.

David Gyselynck: "The final piece in the jigsaw was to add in Cobweb support.

"The support options offered, and the general customer service delivered by Cobweb were reasons for selecting Cobweb for email provision in the first place. Their Premium Support package for Office 365 gives us precisely the coverage and peace of mind we were looking for.

"Our franchise stores operate unsociable hours, and so Cobweb's 24*7 support means we can call on support when we need it."

Cobweb Cloud Support for Office 365

Cobweb Cloud Support for Office 365 incorporates three tiers of support, to enable customers to select the most appropriate level for their business.

Support Service	Foundation	Premium	Premium+
Service Availability	✓	✓	✓
User Licensing Support	✓	✓	✓
Incident Support – Investigation & Remediation		✓	✓
Service Request – service support, advice and best practice guidance		✓	✓
Administrator Support	✓	✓	✓
Number of Named Administrators	2	3	5
End User Support			✓

Papa-John's — the migration experience

David Gyselynck: "The migration took place in May of this year (2018), and we're delighted with both the seamless changeover, and the benefits of having moved to Office 365."

Oliver Nelson, Cobweb account manager for Papa John's: "We're delighted that Papa John's has moved to Office 365 with Cobweb.

"Office 365 is the future for cloud services. Cobweb Exchange services had been fantastic for Papa John's over the years, but the natural transition to Office 365 offers far greater features in security signature management, the opportunity to create bespoke customisations — and much, much more!

"The whole migration process took only a short time — starting with an initial visit to head office, through the subsequent commercial discussions, and on to the creation of the technical statements of work, with the actual delivery a cutover migration, and achieved flawlessly.

"Email remains the main application used, but Excel is proving extremely useful — for example, the stores use it for analysing their figures.

"Implementing Mimecast has enabled us to provide the additional protection for the Papa John's brand and the franchise stores. Cobweb also created a customised solution for Papa John's, to auto-delete emails after 12 months (to prevent storage becoming saturated with out-of-date emails). Users also have the ability to self-service password reset, relieving the pressure on the HQ IT team."

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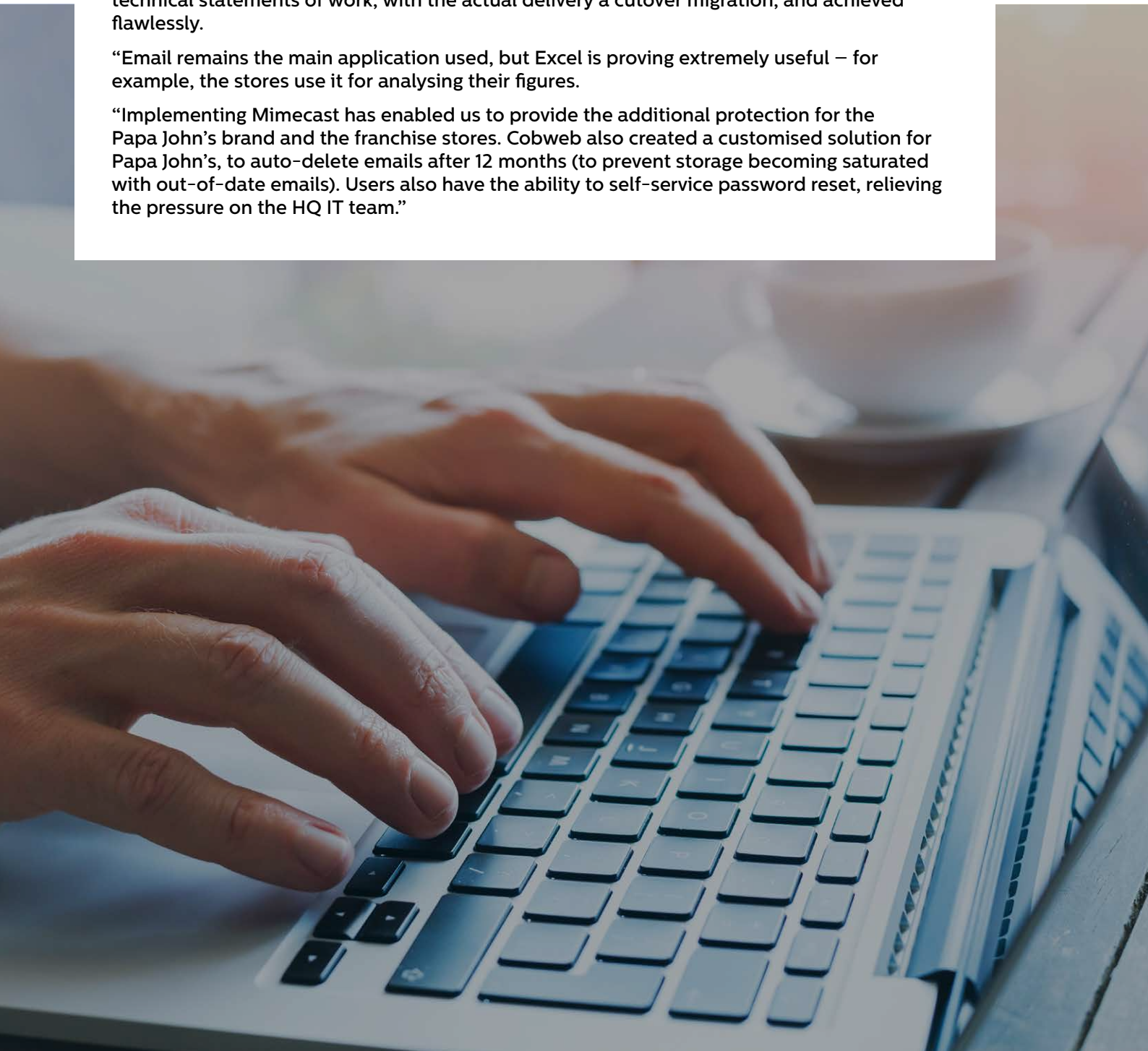
For more information

For more information about Microsoft Office 365, Cobweb Cloud Support, Mimecast Advanced Security, or Exclaimer – or any of the cloud solutions and services offered by Cobweb, visit the Cobweb website, or contact any of the Cobweb Team:

Call: **0333 009 5941**

Email: **oliver.nelson@cobweb.com**

Visit: **www.cobweb.com**

Let the Cloud work for you. Call us now to find out how Cobweb can help your business become more agile, productive and mobile.
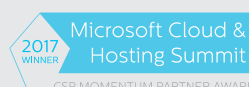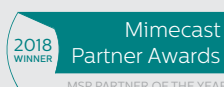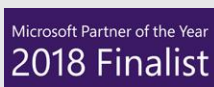
📞 **0333 009 5941**   ✉ **hello@cobweb.com**   🖱 **www.cobweb.com**

About Cobweb

Cobweb is one of Europe's largest cloud solutions providers. Founded in 1996, the company draws on in-depth expertise and decades of experience in what is now known as cloud, empowering organisations of all sizes to grow into flexible, agile businesses through the deployment of best-of-breed cloud technologies.

A member of the Cloud Industry Forum and a Microsoft Gold Certified Partner, Cobweb was the first provider in Europe to deliver Microsoft cloud services through the Microsoft Cloud Solution Provider programme. The company prides itself on innovation and liberating its customers and partners through technology. This is backed up by UK support and advice 24 hours a day, 365 days per year. Based in London and Dubai, with an operations centre on the south coast, Cobweb is a British company with a global outlook.

Microsoft Partner of the Year **2018 Finalist**

2018 WINNER Mimecast Partner Awards — MSP PARTNER OF THE YEAR

2017 WINNER Microsoft Cloud & Hosting Summit — CSP MOMENTUM PARTNER AWARD

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CERTIFIED INFORMATION SECURITY MANAGEMENT SYSTEM — URS — ISO 27001

CERTIFIED QUALITY MANAGEMENT SYSTEM — URS — ISO 9001

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Silver Enterprise Mobility Management

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