

# Serenissima Ristorazione Group: creating a recipe for success with G Suite

- Improved email storage and capabilities with Gmail's cloud-based servers
- Increased flexibility with Google Hangouts
- Enhanced collaboration by sharing documents on Google Drive

Industry: Catering

Location: Italy



## About Serenissima Ristorazione

The Serenissima Ristorazione Group is one of Italy's leaders in the commercial and catering sector, with more than 7,000 employees, 13 associated companies, 30 million meals per year, and a consolidated turnover of more than €300 million. Active in all leading food service segments, the Serenissima Ristorazione Group has its headquarters in Vicenza, which serves as a hub for its subsidiaries across the country and Europe. The Group's idea of catering is based on a clear vision: to promote the right approach to food that satisfies every need.

To learn more, visit <http://www.grupposerenissima.it>

## About Miriade

Miriade is an IT consultancy and Google Partner dedicated to cultivating the culture of change. Founded in Italy in 2000, the company deals with middleware, cloud and machine learning, offering services that provide interaction and constant support to the community they partner with. Miriade works with customers from a wide range of industries, including Diesel, Benetton Group, Calzedonia, Infocamere, Infocert, Veneto Region and important healthcare organizations.

To learn more, visit [www.miriade.it](http://www.miriade.it)



“Our IT department was spending too much time on infrastructure problems, specifically to do with our email system. People were running out of space or losing emails and calling the IT department to help. We wanted to make our employees more independent and we saw moving to G Suite and the cloud as the best way of doing that.”

**Diego Devigili**, Chief Information Officer, Serenissima Ristorazione Group

When the Serenissima Ristorazione Group switched to G Suite, it improved **communication** and **collaboration** within the company and reduced pressure on its IT infrastructure.

By switching to G Suite, the Serenissima Ristorazione Group has **revitalized** its communication, collaboration and productivity.

With a focus on public service, innovation and the right approach to food, the Serenissima Ristorazione Group has become one of Italy's leading catering companies, serving over 30 million meals a year to healthcare, education and corporate clients. When Serenissima Ristorazione Group's email and productivity system started to become overwhelmed, the company looked to Google's G Suite for a solution.



“With G Suite and the cloud, we don’t have to worry as much about running out of space or resolving problems with our infrastructure. So now the IT team can stop running around after these kinds of problems and focus on more important issues.”

**Diego Devigili**, Chief Information Officer, Serenissima Ristorazione Group

## **Easy to use, easy to maintain**

Running a large scale catering service requires effective planning, clear lines of communication and the ability to adapt quickly. In early 2016, the Serenissima Ristorazione Group was suffering from the limitations of its existing email system. Having to maintain servers internally put a huge strain on IT resources, while employees were running out of storage space for emails and documents. In addition, some employees were having trouble logging into

emails on certain brands of smartphone. It was time for Serenissima Ristorazione to look for a new solution. Teaming up with Google Partner, Miriade, the Group analyzed its options and in June, began migrating its employees to G Suite. After the initial analysis, Miriade helped the Group throughout the step by step migration, ensuring a smooth transition. Gmail’s ease of use proved popular with employees, most of whom used the product for their personal accounts. For planning and scheduling, the Group used Google Calendar along with Google Hangouts to increase its flexibility. Google Drive provided a

simple, accessible cloud-based repository to store documents and files without putting any stress on the company's internal servers.

## **Increased collaboration, enhanced communication**

By switching to G Suite, the Serenissima Ristorazione Group has revitalized its communication, collaboration and productivity. The real surprise for the Group has been Hangouts, whose chat service has sped up communications and increased flexibility like never before. Gmail's web-based infrastructure and multi-platform capability mean that employees don't run out of space and can use whatever device they want to access it. Meanwhile, collaboration with both clients and suppliers has become much easier with shared documents in Google Drive replacing long back and forth email threads. Moving to G Suite has significantly decreased the pressure on Serenissima Ristorazione Group's infrastructure, both cutting IT costs and increasing stability at the same time. Better able to focus on its core business

"I was surprised at how much Hangouts made an impact. We've never had a messaging app before, it was all paperwork and phone calls. With Hangouts the communication is immediate and it's simpler. It's really helped with collaboration."

**Diego Devigili**, Chief Information Officer, Serenissima Ristorazione Group



## Products Used

<https://gsuite.google.com>

<https://gsuite.google.com/products/calendar/>

<https://gsuite.google.com/products/meet>

<https://gsuite.google.com/products/drive>