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...with restrictions placed on restaurants during the COVID-19 lockdown measures being trusted into the takeaway market as a matter of survival for our IMC Steakhouses was never going to be an easy feat.

IMC's hearty, slow food, not fast food, quickly gained traction in the take-a-way market. We had frustrated customers unable to call through during peak times...we need a quick solution in meeting the demand through our phone system before any brand damage could occur. Online ordering was going to be problematic for the type of meals we offered. We needed to speak to the customer which allowed us to control the orders to ensure we would be able to deliver on time, every time.

Working through our issues with Jamie and team at XRX Business Centre was great experience. The XRX team understood our limitations right from the start and after a couple of discussions, we had a new, inexpensive, easy to operate phone system that allowed customer queuing, with multiple messages while on hold. This has relieved a lot of customer frustration and has had a positive impact on productivity and general moral within the business.

The speed of understanding our temporarily changed business model and the delivery and installation of new equipment was very impressive.

I highly recommend XRX Business Centre be a line of enquiry when looking for a solution to your business communication requirements.

Tim Alsop

Operations Manager
Pierre Properties PTY LTD
Restaurant Division