

Case Study: Sabongi Catering

The online progress web bundle has helped Sabongi Catering serve up three websites all on one plate

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Involved in the restaurant business in Dublin since 1983, family-run Sabongi Catering runs the popular Romanza restaurant on Leeson Street and the recently opened George's Bar and Restaurant on Baggot Street, which includes private dining and function rooms, a wine bar and a garden terrace. While George's is a members club, its facilities are open to the public. The basement of its premises houses Cristal, a separate supper club, also run by the Sabongi family.

Having established a website for Romanza more than three years ago, the company recently decided to revamp this and to develop new sites for both George's and Cristal. Each of the new websites provides customers with a range of information on menus, facilities and upcoming events, as well as an online booking option. When planning the additional web presence, Niall Sabongi, general manager of Sabongi Catering, was keen to establish separate sites for each of the businesses and for all three of them to be hosted by the same service provider. Having investigated a number of different offerings, he opted for eircom's Online Progress bundle, which provides 250MB of web hosting space, separate domain names and a number of email addresses for a total of €8.99 a month.

Host with the most

According to Sabongi, eircom's ability to host the three sites within the same bundle and to get the service up and running as quickly as possible were key factors in the decision-making process. Pricing was another important consideration. "We wanted one company to host all the sites but

nobody seemed to be able to do it," he says. "With the other companies, I would have had to buy an individual package for each site. We would prefer to get one bill in each month rather than bills from three different companies. I looked at a number of companies and when I rang eircom, it was just 'Yes, yes, yes.' I was told it could be done within 24 hours of clearing the cheque. eircom called into us straight away and a day later the mail was working. I then got a call back to make sure everything was working properly. It was a rapid service, which was exactly what I needed. I didn't have time to be waiting around."

eircom also scored well on technical support and the ability to explain things simply. "I can send an email but that's about the limit of what I can do," says Sabongi. "When I rang up eircom, someone was able to give me all the answers I needed and to advise me on the best package to go for in a non-technical way. Also, I work on a Mac and the other companies couldn't explain to me how to set up my mail. eircom has someone there who does Mac support and he was able to help me set it up immediately."

The company is now planning to roll out wireless internet at each of its outlets. This is expected to be particularly popular at George's, which hosts a lot of morning business meetings in its function rooms and boardrooms. "We've had broadband for a while and now we've taken the Wi-Fi option too," says Sabongi. "We'll be offering it to all our customers and it will be free to members of George's, wherever they are in the club. Wi-Fi will just make things easier for them."