

Case Study

Industry: Restaurant

Papa John's Pizza

Project: Voice and data systems



The background.

Papa John's Pizza began in 1984 with "Papa" John Schnatter selling pizzas in the back of his father's tavern. Today, the company boasts 2912 restaurants in 49 states and 22 countries and 112 Perfect Pizza restaurants in the U.K.

The first project.

Black Box has been supporting Papa John's since 1989 when we installed a voice system in the company's first headquarters. The system supported 25 phones which included 50% extra capacity for future expansion. As Papa John's business grew, so did the Black Box installed voice systems. Black Box continued to expand Papa John's system as the company grew and took over the entire building—including the Black Box office in the same building.)

A continuing relationship.

In 1997, Papa John's moved into a new headquarters, which included multiple buildings in a campus setting. Black Box worked closely with Papa John's to determine its voice system needs, including how to best connect the buildings systems. So, once again, Black Box installed the new system, plus a call center and a voice mail system. The latter served not only the 600 users on campus, but also an additional 1100 managers at company stores around the country and around the world.

In addition to advising on and installing Papa John's headquarters' voice systems, Black Box continues, to this day, to provide voice system maintenance, including technical repair work, upgrades, MAC work, etc.

Voice and data projects.

Last year, Black Box embarked on two major projects for Papa John's.

At the Papa John's headquarters, Black Box installed a new voice system, which included an upgrade of the voice mail system to the latest technology. Black Box worked with Papa John's to help determine the company's present and future communication needs, and then chose a system that gives it the technological platform to move towards unified messaging for voice, e-mail, and faxes.

Black Box also began a multisite data cabling project for Papa John's. The company needed to expand its data cabling in more than 500 stores to accommodate new POS terminals. CAT5 cable needed to be run from the front of the store to a network connection in the back. Black Box was awarded the project because we can provide consistent services and materials at all the locations. Instead of trying to work with multiple vendors in multiple locations, Papa John's chose Black Box because we offer a true One Source™ solution.

"We have been well pleased with the innovations Black Box services brings to the Papa John's system. As the Papa John's brand expands, Black Box has kept pace right along with us with the technology required to sell millions of pizzas a year to happy customers."

Glenn West, Sr. Vice President, Information Services and E-Commerce, Papa John's International, Inc.



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