

“We approached Stage2 Networks a few years ago to replace an aging VoIP system in our corporate office. We have since replaced the phones at 6 other locations with Stage2 VoIP services. Stage2 has improved my department’s ability to provide quality phone service to our locations and offices by giving me a single point of contact for phone and internet support, highly effective circuit and device monitoring, and remote access to configure our systems at all locations.”

– Jesse Shlachtman, Information Technology Manager, China Grill Management

SUBJECT

CGM and its affiliates continue to produce some of the most original, critically acclaimed and wildly popular restaurants in major cities across the globe, including the signature China Grill and Asia de Cuba brands. Founded over twenty-five years ago by restaurateur Jeffrey Chodorow, CGM restaurants have been featured in The New York Times, In Style and Bon Appetit (just to name a few) and have won awards ranging from Esquire Magazine’s “Best New Restaurant” to Zagat Survey NYC’s “most popular nightclub.” By uniting the culinary ingenuity of world-class chefs, atmospheres crafted by internationally renowned designers and the highest standards of service, CGM’s mission is to create an unrivalled and unforgettable dining experience for every single guest. It is this combination of uncompromising vision and gourmet expertise that has earned CGM a phenomenal reputation as a trendsetter at the vanguard of dining.

SITUATION

At China Grill Management’s corporate office, regional office, and restaurant locations there was a mix of various phone systems managed by multiple vendors and several phone service providers. They were experiencing issues with support, hardware failure, and outages. In addition, Hurricane Sandy brought up several issues in regards to failover, forwarding of phone numbers and basic redundancy questions, as several restaurants were without power or internet and were not able to redirect phone lines or reach the property.

SOLUTION

Stage 2 replaced all existing phone infrastructure at each of China Grill’s US locations with a Cloud Voice solution, eliminating the need for on premise hardware and software. A dedicated internet connection was installed at their corporate and regional offices for guaranteed QoS, while they utilized their existing broadband connections at each of their restaurants. One of the major benefits to their new Stage 2 Cloud Voice solution is whenever they open a new location, they only need to install data lines, order the phones and can be up and running within a short period of time. Additional benefits included:

- Unlimited extension dialing between locations
- Advanced features- conference bridges, Simultaneous Ring, Outlook Integration
- Business continuity and disaster recovery
- HD Voice
- Basic moves, adds, changes performed instantly via web portal