

Java Republic

How an award-winning coffee & tea manufacturer found a mobile provider in Three that was equally dynamic and forward-looking.

CHALLENGE

Since the company was formed in September 1999, Java Republic has established itself as the leading premium coffee & tea provider in Ireland with an expanding portfolio in the UK and further afield. Known for its high ethical standards as well as its award-winning coffee, it has recently expanded on to the high street, opening three Dublin cafés where customers can experience the very best of coffee & tea.

David McKernan, Java Republic Founder, personifies the company's get-up-and-go attitude. A self-made entrepreneur, he's based in the company's Dublin HQ in Ballycoolin but he's rarely in the office. For at least three days every week he's out and about visiting customers or checking in on the retail outlets.

A dynamic mobile operator was always going to be essential for Java Republic. "As the owner of a fast-growing business, I want reliable national coverage, great customer care, when needed, and flexible data charges as we do a lot of overseas coffee origin trips," he says. "I get all this from Three."

SOLUTION

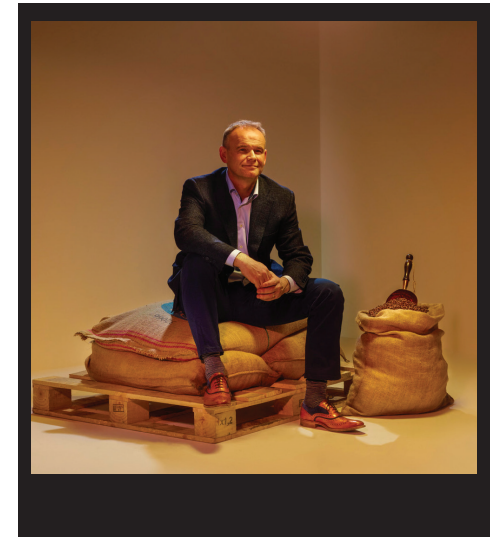
Choosing Three was an easy decision for Java Republic. It had the coverage, and the competitive data packages the business was looking for, enabling the company to kit out its 65+ team members with the fastest and most effective access to data on both smart phone & tablet.

Communicating over the Three network with the latest devices is the bedrock of the way Java Republic does business. "We are a very customer-driven company and are passionate about what we do. It's essential that everybody is contactable so that we can react to the needs of both the customer and our business," he says.

Mobile devices are particularly important for the 30+ employees out on the road. They have various roles, from sales to servicing coffee machines and barista training. They all depend on smartphones and tablets provided by Three.

McKernan is a strong advocate for the use of tablets, and iPads in particular. "I prefer them over laptops," he says. "They are easier to carry to presentations and they look a lot less corporate."

Working with Three really has felt like a partnership where they always put the customer first. Our Account Manager works closely with us to suggest new solutions and ways of doing business to help us grow and improve our business. Becoming part of the 3Plus loyalty programme and offering 3WiFi to our customers in our cafes are two solutions that we are considering.



Three.ie

“As an independently owned Irish company we go to the ends of the earth to source the very best coffee & tea. Three is with us every step of the way. Providing us with the technology we need to constantly stay in touch with our business at home.”

BENEFITS

David McKernan sees Three and mobile technology as a neat fit with the way his firm likes to do business. He has a landline that he's hardly used in three years and he's constantly on his mobile.

His team are the same with text and WhatsApp Messenger the favourite tools for everyday communications. Out on the road, the sales team use more specialist applications, accessing the company's ERP system for up-to-date information on customers and orders.

“We are a dynamic and passionate company and Three are definitely the same. It's a great fit,” says McKernan. “They are very responsive which is helped by a great relationship with our account manager.”

To find out more.
Call our Business Team on 1800 200 017

