



# 3C COMPÉTENCE CUISINE COLLECTIVE

**TORQUE DID NOT SUFFER ANY DAMAGE  
AND REMAINED AS RESPONSIVE AS EVER.**

## THE COMPANY

**3C Compétence Cuisine Collective** is a specialist in installing and servicing professional kitchen equipment with over 25 years of experience.

The company has 90 employees, including 48 maintenance technicians.

**3C's** area of expertise lies in providing services for local authorities, hospitals, ministries, office cafeterias, and other establishments in need of professional kitchen infrastructure such as for large-scale kitchens, hotels and even school cafeterias.

## THE CHALLENGE

**3C Compétence Cuisine Collective** teams work indoors and outdoors on worksites which differ greatly and which can present technicians with significant challenges.

Faced with so-called "hostile" environments, the teams must carry out operations that could take place for example in walk-in refrigerators and freezers, structures located in the open air, in annexes or even on roof tops for certain specific premises.

Repairs and preventive operations present serious challenges and as part of their work **3C** technicians must use their smartphones in humid environments which are exposed to significant pressure or in cold and hot environments to be able to contact the rest of their team and share photographs of kitchen equipment, write reports of on-site activities, or bring their devices near sources of extreme heat or cold so as to be able to work smoothly on an installation.

## KEY BENEFITS

- Durable
- Solid
- Waterproof
- Resistant to falls and shocks
- Resistant to high and low atmospheric pressure
- Resistant to humidity
- Screen, audio quality
- Useful features: email, camera
- User satisfaction: no negative comments from users to report

Technicians need a device that they can use in these situations and which meets the standards required by their profession.

*"Our teams work on various types of worksites and must have access to equipment that allows them to develop within environments said to be hostile or which present significant challenges,"* points out Jean-Philippe Edom, IT and Logistics Director at **3C**.

*"The teams have used various smartphones and despite a few robust features, none of these devices met our actual needs once put to use in situations that severely tested their durability. A large number of devices had to be replaced, due to issues such as broken screens, because they could not meet the requirements of the job environment (being dropped, excessive humidity, etc.); and despite all our tests, none was truly satisfactory,"* explains Jean-Philippe Edom.

Furthermore, the smartphones tested previously by the **3C** team had standard keyboards that turned out to be delicate and difficult to use.

## THE SOLUTION AND ITS BENEFITS

**3C** decided to test Kyocera's ruggedized Torque smartphone, and after a test period of three months, its team of technicians was given Kyocera's devices. This test turned out to be a trial that identified all the challenges facing the team of technician.

*"They were no longer afraid of dropping their smartphones, the devices did not suffer any damage and remained as responsive as ever, nor were they afraid to place the phone near sources of heat or cold. The terminal could fall into water and come out with no damage. They were also able to test the camera and email features, the audio quality, screen quality and battery life, which they thought were particularly impressive,"* continues Jean-Philippe Edom

*"Although the teams have not yet had the chance to test the product using gloves, they could soon be in a position to do that this winter, and we are sure that the phone will not disappoint."*

As feedback was instantly positive, the phone was naturally provided to all 48 of the company's technicians. The durability of the Torque has also led 3C to now consider providing it to the sales team who are becoming increasingly mobile and work in equally demanding conditions.



### INDUSTRY

Installation and maintenance of professional kitchen

### REGION

France

### COMPANY SIZE

Medium

### SOLUTIONS

Smartphone  
TORQUE KC-701

**About Kyocera:** Kyocera (<http://global.kyocera.com/>) was established in 1959, in Kyoto (Japan) as an advanced ceramic components manufacturer. Based on these core technologies, Kyocera has diversified its business and has grown into a global technology leader.

With nearly **70,000 employees worldwide**, Kyocera is committed to continuously **creating new value at the cutting edge of technology**. The global Kyocera Group develops **unique technologies** and applies its vision to create products that markets continually seek. With consolidated net sales of **1,447,369 million yen (approx. 14 billion US Dollars, March 2014)**, the Kyocera Group consists of 230 companies, and in 55 years since its foundation Kyocera has not once recorded an annual loss. **European net sales represents 17.1% of the Kyocera Group's consolidated global revenue**. The major business units of Kyocera include telecommunications equipment, document solutions, electronic devices, semiconductor components, fine ceramic components, and applied ceramic products. Kyocera strives to deliver products and services that delight its customers. The customer first principle is Kyocera's top priority.

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