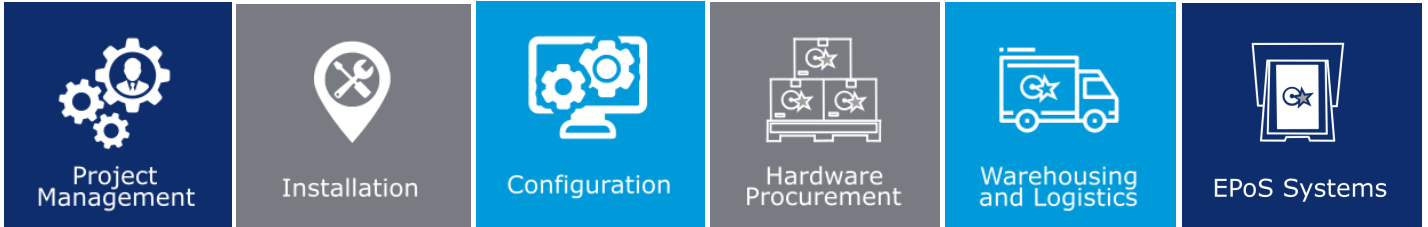


Costa EPoS Upgrade

Services Provided



The Project

What was the problem

The problem Costa faced was to complete all the necessary upgrades, configuration and repairs across all the sites without affecting the day to day running of the sites. Their till technology was out of date and did not allow them to drive forward with their innovation plans. There was also a need to make sure the technology they installed was future proofed and didn't need replacing over the next five years.

What we did

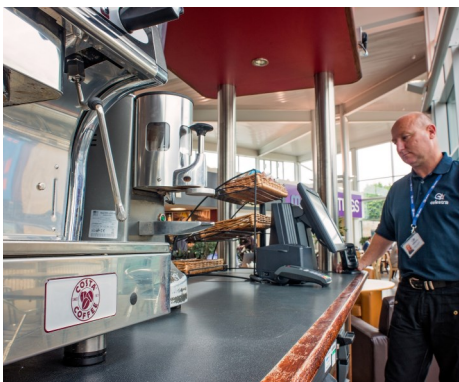
Celestra conducted thorough surveys of the sites, allowing ourselves and Costa to develop a deployment plan that would not affect the sale of any coffee, as the upgrade needed to be carried out during trading hours. We also needed to develop a bespoke purpose-built configuration process to deal with the project's needs. Finally, we organised on-time deliveries to Engineers, minimizing impact on smaller Costa and delivered an end to end project management program.

How did Costa benefit?

Costa delivers its services in an incredibly competitive market and is continually innovating throughout its operation to deliver a better customer experience. This simple hardware change, sped up the payment process for customers and allowed for an improved order experience for Costa Barristers, delivering improved engagement and up selling.

Why Costa chose Celestra

Costa chose us as they needed a partner which could offer a completely comprehensive service package. They took into consideration overall project management, warehousing & logistics and our vast Hospitality experience, which made us the all-round ideal choice.



What Costa said

"Having worked with Celestra on many projects, we were in no doubt about their abilities to provide a completely comprehensive installation. Ultimately, this alleviated us having to use multiple suppliers and having to centrally coordinate them from Head Office.

We required a bespoke installation due to the till variants we had across our Costa sites, so we were additionally comforted in the fact that Celestra had a specialist Engineering Team that were dedicated to our project. The Project Team at Celestra are always on the end of the phone or on site at an installation, therefore we knew that in the unlikely occurrence of a problem, we would always be looked after. From frequent communication with us at Head Office, through to all our Costa sites across the UK,

Celestra were able to complete the software and hardware upgrade on all our sites in an incredible twelve weeks. This in turn, meant we did not disrupt our customers and they were still able to get their coffee when they wanted it."

Jason Fluety, Costa Coffee