



Midcounties Co-operative EPoS Installation

Services Provided

 <p>EPoS Systems</p>	 <p>IMAC Services</p>	 <p>Network and Power Cabling</p>	 <p>Project Management</p>	 <p>Hardware Procurement</p>	 <p>Warehousing and Logistics</p>
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The Project

What was the problem

The Midcounties Co-operative required the rollout of a new EPoS solution which needed to include a refresh of both hardware and software. This project covered the whole estate of 230 sites ranging from small high streets stores to large supermarkets. The work needed to be completed outside of trading hours and with little disruption to Co-op's customers.

What we did

Celestra completed a detailed scope of work which included site surveys, warehousing, configuration, logistics, installation and shop fitting. Through auditing and surveys a training plan was deployed due to the large diversity across the sites.

Our Engineers and Shop Fitters worked to alter and install a plethora of checkout lanes and counters in different colours, sizes and solutions to match the aesthetics of each site. Our teams worked overnight to reduce the impact on trading and our Logistics Team collected and disposed of old technology through WEEE regulations. As part of the project we also had to make sure our scale verification solution met the Weights and Measuring Act 1985 to be compliant.

How did Co-operative benefit?

The Co-op infrastructure was not affected by the changeover of systems and throughout the process Celestra delivered the can-do attitude to make sure everything was completed on time, to the relevant regulations and standards our clients have come to expect. The new EPoS system has greatly improved the performance of the stores resulting in faster transactions and serve times and overall improving the customer experience with Co-op.

Why Co-operative chose Celestra

Midcounties Co-operative were the first retailer in Europe to deploy self-service checkouts so they needed an IT services provider that would complete the project and installation with thorough planning and flexibility. Celestra's reputation meant Midcounties Co-operative could be confident our team would deliver the solution with craftsmanship and excellence.



What Co-operative said

"Celestra's Project Team worked tirelessly, planning and adapting to the changing demands of the project. The field team's flexible and proactive approach meant that the demands of the Midcounties Co-operative were always met on time. The ability and willingness of Celestra to always go that extra mile for the project and their customer is the fundamental ingredient to their ongoing success. An undertaking of this size requires a supplier you can rely on and trust, Celestra delivered in spades! "

Steven Docker, IT Project Manager, Co-operative