



Mitchell's and Butler System Rollout

Services Provided



Kitchen Management Systems



Hardware Procurement



Shop Fitting



Project Management



Configuration



Installation

The Project

What was the problem

Mitchell's & Butler's wanted to upgrade their existing EPoS system, in order to improve Customer Experience. The Mitchell's & Butler's estate is comprised of 17 different restaurant and pub brands including Harvester, All Bar One, Browns, O'Neills, Miller & Carter, Vintage Inns and Toby Carvery. This was a challenge to the Celestra team to provide innovative solutions which met each brand's high standards.

What we did

Celestra has produced over 1500 site surveys to ensure all brands received suitable upgrades. Throughout the project we were required to provide high quality shop fitting solutions. An example of this being the custom designed stainless steel cash drawer sleeves we produced, which allowed for not only more accessibility but also the ability for Mitchell's and Butler's to utilise digital media capability built into their Zonal i700 tills.

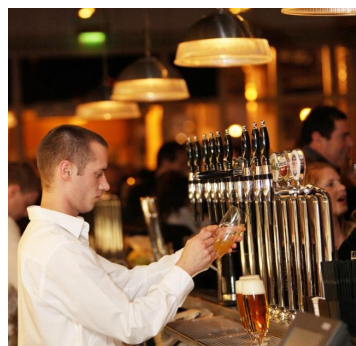
Working in partnership with Zonal, our team removed existing shrouds, fitting the colour matched decorative plinth to each bar to seat the EPoS terminal upon. Restaurants providing full table service required the installation of QSR kitchen management systems (KMS). A computerised digital management system which controls and reports on food preparation through kitchen screens and a bump bar.

How did Mitchell's and Butler benefit?

Mitchell's & Butler's were able to improve their customer experience. By installing kitchen management systems it means that food orders can be processed more efficiently and improve the standard of food, with less mistakes likely to be made. Installing tills improved the speed of service as orders could be processed quicker. The till digital media display feature allows for advertisements and/or offers which will attract increased sales.

Why Mitchell's and Butler chose Celestra

Mitchell's & Butler's chose Celestra due to our experience with similar projects. Zonal suggested us as we were their preferred partner to work with. Customisation was essential for each individual restaurant, this demonstrated our can do attitude, customizing plinth covers on all till areas. We had the ability to do shop fitting and EPoS installation with the cabling being done overnight to reduce disruption to business.



Project Reflection

"With a project of this nature it was important to fully understand not only the requirements of Mitchells & Butlers, but also to understand the functionality for each brand. I am very proud of this project and those that took part to ensure all tasks were completed to an excellent standard and to schedule. The technology installed acts as the backbone to the future-proofed infrastructure. As time goes on, Mitchell's & Butler's can rest assured knowing that their solutions not only meets today's requirements, but has the ability to handle new technology as it becomes available."

Duncan Majoribanks, Project Manager, Celestra