Costa WRS System Upgrade

Services Provided

| EPoS Systems | Support | Project Management | Warehousing and Logistics | Configuration | Installation |
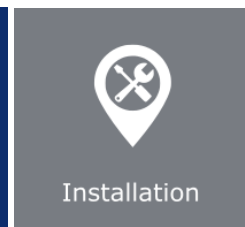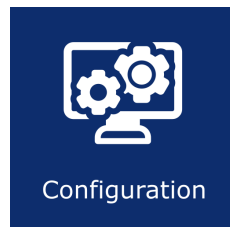
The Project

What was the problem

This project arose due to Costa needing to upgrade the software on their tills over the whole of their estate. Their existing solution was coming to the end-of-life and needed to be upgraded across the whole estate in a 12-week period, a significant challenge!

What we did

Celestra worked in partnership with Costa and WRS Systems to deliver a new solution across the UK and Ireland estate. WRS provided the EPoS platform and technical support and Celestra provided the Engineering Team, comprehensive Project Management and detailed project coordination and all the warehousing and logistics.

How did Costa benefit?

The project was hugely successful for Costa allowing them to continue trading, with very little visible impact to their customers. It also delivered Costa a software platform which can be built on for years to come, developing new services and customer enrichments and evolving the Coffee Shop experience.

Some great learnings have been taken from this project, the way the partnerships were successful and the way we engaged the Costa team at each site have had a fantastic longer-term impact!

Why Costa chose Celestra

With our extensive Costa experience and knowledge, Celestra were by far the best choice as a service provider. With an incredible 56 days to complete 1300 site roll-out and only 6 weeks to get the project setup, trained and planned, our proven track record gave the Whitbread Senior Management team the confidence that we could pull this off.

Project Highlights

| 1300+ sites upgraded | 2000+ tills upgraded | 39 strong engineering team | 56 days to complete | 140 000 miles travelled | completed 5 weeks early! |