



McDonald's Chip & Pin

Services Provided



The Project

What was the problem

McDonald's requirement to always be compliant and to transact their customers data in a safe and secure manor, led them to the need to upgrade their entire Chip and PIN hardware.

This also gave them the opportunity to refresh some aging devices for the very latest models. They needed to do this within a tight timeframe, to a very high standard, enter Celestra!

What we did

McDonald's approached Celestra to deploy Ingenico iPP350 PIN Entry Devices in a P2PE compliant manner to 1375 Restaurants across their estate in the UK and ROI.

Celestra assumed control of the project and managed the deployment end to end, working with McDonald's partners to ensure that the we achieved a 100% completion of the estate on time.

The device changes affected all the devices on site, whether they were on the front counter, Drive Thru or in the Kiosks, so careful planning and care was taken as to not interfere with the trading on site. We managed all the asset tracking and logistics of the new and returning devices from our central distribution centre in Milton Keynes.

How did McDonald's benefit?

The new cashless solution will improve McDonald's customers' experience by speeding up the payment authorisation process. This will enable McDonald's to serve more customers and reduce queues, especially in the Drive-Thru.

This solution protects McDonald's customer data with the latest security standards which will have a positive impact on the brand.

Why McDonald's chose Celestra

McDonald's chose us because we have a great reputation for working collaboratively and effectively within our projects. We recognise that partnerships are a vital principle and we understand how working together draws on all our mutual experience and skills.

By combining all our respective expertise, we develop the best working practices and deliver cost savings that benefit all parties.



What McDonald's said

"Great team effort and can-do attitude!"

Neil Wall, McDonald's IT ROI

"The Engineering team were very well trained and completed every job up to the standards."

Rosie Hirst, McDonald's Project Manager