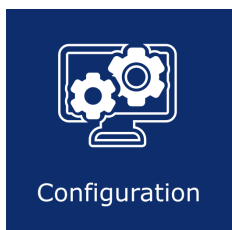




# TLM evoEPoS Forecourt Installation

## Services Provided



## The Project

### What was the problem

This project initiated with TLM Group Technologies needing an installation partner in supporting the rollout of evoPOS estate refresh to 254 Motor Fuel Group sites across England, Scotland, and Wales. The complete package of start to finish services Celestra offers nationwide made it a no brainer when it came to TLM entrusting this project rollout.

### What we did

MFG wanted to standardise their estate with this full refresh, including back office and front of house, with the impetus being the achievement of hardware and software reliability across all sites. They wanted to reach a point where monitoring of the stock, reporting and tariffs were run systematically across the whole estate and TLM's technology was fit for purpose. They also wanted to make sure the technology they were installing also had endurance and ultimately reduce maintenance costs long term.

Included as part of the project was that legacy equipment also needed refreshing and redistributing within the estate. This proved both project management and a logistical challenge, to get it to our headquarters in Bletchley for configuration, and then redistributed back out to the site for re-installation.

### What were the challenges for Celestra?

This project was the first time Celestra has worked within a forecourt environment on a large number of sites. It required us to further train our engineers to the relevant PIA qualification, with 8 engineers embarking on a weeks' worth of training and onsite shadowing to make sure they were not only certified to work, but competent to deliver the project in this challenging forecourt environment.

Completing the project during the COVID-19 pandemic was also a challenge. It meant our teams had to work in a Health and Safety compliant manner following all the relevant guidelines in place. Petrol stations we classed as essential services within the government guidelines. This increased the pressure to make sure sites were uninstalled and got back up and running within the allotted 4-hour time slot. This was to make sure they could continue to deliver vital services in supporting the communities and the public during this challenging time. Despite the tests thrown at it, the project remained on track and the teams took the restrictions in their stride.

### Celestra's capabilities moving forward

Moving forward, with the accreditation our team now possess, Celestra can continue to deliver projects across multiple retail and hospitality environments. Celestra has also shown that its bespoke Project Management system coupled with its 5C ethos that is at the core of the business, can support any IT install and continue to wield success for all involved.

### Why TLM chose Celestra

TLM chose Celestra for several reasons to deliver their project. Firstly, TLM wanted to reduce the reliance on the own network of engineers. This freed up TLM to complete other duties within their remit and made it easier for them to roll the project out in one. Secondly, it also allowed the project to be completed much quicker and with greater success. TLM needed a partner that could deal with the project in its entirety including configuration, logistics, engineering, and installation. By engaging with a partner with a strong track record of delivering large scale EPoS installations; with a full-service catalogue under one roof, Celestra was the perfect fit.

### How did TLM benefit?

As this was Celestra's first voyage into forecourt installations on such a large scale, TLM put a lot of faith into the team to accomplish this project. The initial worries were swiftly put to rest due to Celestra's excellent capacity to learn quickly and apply skills proactively. Coupled with the Celestra team's tenaciousness; governed by the tried and tested 5C ethos at its heart, allowed TLM to trust Celestra implicitly with delivering this project even when problems arose.

