



Whitbread SNP

Services Provided



Shop Fitting



Installation



Network and Power Cabling



Project Management

The Project

What Was The Problem

As one of the UK's largest hospitality businesses, Whitbread sought a new Wi-Fi solution to enhance the customer experience across its vast estate of 487 sites (this included unique sites like Gatwick airport, where there were over 900 rooms that needed Wi-Fi coverage!) The goal wasn't just to improve Wi-Fi coverage but also to find an IT partner capable of managing the end-to-end installation of a new network infrastructure. This new solution needed to be scalable, efficient, and tailored to meet the diverse demands of Whitbread's brands, ensuring a seamless transition for their teams and guests.

What We Did

To kick off the project, our team carried out comprehensive surveys across all 487 Whitbread sites. The surveys were conducted over ten weeks, with an average of 26 surveys per week. Leveraging the expertise of our in-house technical consultants, we developed bespoke technical designs for each site, a process tailored to the specific size and layout of each location and typically completed within 1-3 weeks.

The Ekahau software is a cutting-edge tool that enabled us to efficiently perform Wi-Fi coverage surveys and create precise network designs. Using Ekahau, we identified coverage gaps and designed optimized network layouts to address site-specific challenges effectively.

Once the layout designs were finalised, and our skilled field engineering team carried out the installations. This included deploying the new network infrastructure with new power and infrastructure cabling, shopfitting and installations. Each site underwent a seamless two-day migration from the old network to the new, accompanied by the de-installation of legacy hardware. The old equipment was then returned to Celestra's head office where it was wiped of any sensitive customer data and consciously recycled under our WEEE disposal service to give the client peace of mind and reduce the impact environmentally of electrical waste.

How Did Whitbread Benefit?

Celestra delivered a bespoke, software-driven Wi-Fi solution tailored to Whitbread's estate. This approach not only provided comprehensive coverage but also optimising through efficient scheduling and multi-site deployments by our engineering teams leading to a cost saving delivered straight back to Whitbread.

Why Whitbread Chose Celestra

With a partnership spanning 17 years, Whitbread trusted Celestra for our consistent ability to deliver tailored solutions. By offering an all-in-one service, from design, and installation through to engineering to hardware disposal, we ensured convenience and cost-efficiency. This longstanding collaboration highlights our shared commitment to innovation and excellence, as we continue to evolve our services to meet Whitbread's dynamic needs not just presently but as they continue to develop their IT offerings and improve their digital footprint.

