KFC NROs and Full IT Service Roll-Outs

Services Provided

Installation	Project Management	New Store Opening	Configuration	Surveying	Warehousing and Logistics
Network and Power Cabling	Kitchen Management Systems	Hardware Procurement	Kiosks	Drive Thru	Wi-Fi

The KFC Challenge

KFC needs an IT services partner capable of managing large-scale installations and technological upgrades across its UK estate. The challenge is to ensure a consistent, high-quality implementation for new store openings and tech refresh projects, including Drive-Thru's, Wi-Fi, and kitchen management systems, while minimizing disruption to daily operations. The business needed a partner with the capacity to handle national coverage, technical expertise, and the flexibility to address unique site requirements.

What We Did

Celestra provided an end-to-end solution tailored to KFC's needs. We offered comprehensive project management, managing every aspect of the process from the initial survey to final installation and testing. All components were pre-configured for plug-and-play functionality to streamline installations and boost efficiency.

We carried out first and second fixes, including data cabling, drive-thru systems, and power installations. Each new site is supported with a rigorous three-step testing process occurred at configuration, on-site installation, and during Go-Live day support. Our team supported and maintained a presence at each site for a week post-launch to address any issues, ensuring seamless operation from day one.

Celestra have been pivotal in the refranchising programme for KFC Equity sites, which occurred when the business sold a portion of its estate to the franchisees, Celestra was pivotal in transferring hardware alongside configuration changes to the new owners of these stores.

How Did KFC Benefit?

KFC benefit from cost efficiency with our one-stop-shop approach, which reduced costs and ensured consistent pricing across projects. Pre-configured plug-and-play equipment and streamlined installation processes minimises site downtime. Comprehensive testing and post-installation support ensured smooth transitions and uninterrupted operations at every site. Our capacity to handle both single-site projects and large-scale rollouts provided KFC the flexibility to scale their initiatives as needed. All installations adhered to strict guidelines, with regular audits and support from our Project Managers and H&S Supervisors, ensuring quality standards are met.

Why Did KFC Choose Celestra?

KFC selected Celestra as their trusted IT partner for several key reasons. Our proven expertise, with years of experience supporting KFC's digital transformation since 2016, gave us a deep understanding of their IT infrastructure and operational challenges. Our end-to-end service, from hardware procurement to post-installation support, ensured a seamless experience. Our team's ability to handle projects across the UK, Northern Ireland, and the Republic of Ireland provided the scale and reach KFC required.

We've consistently demonstrated our commitment to supporting KFC's growth with tailored solutions and exceptional service. Our innovative approach and Tier 1 hardware vendor relationships guarantee both cutting-edge solutions and cost savings, delivering value at every stage.