



Zonal Cabling Maintenance Support

Services Provided



Cabling



Support



Dedicated
Scheduling Team



Electrical
Works



Break Fix
Maintenance

The Project

Client Overview

Celestra, in partnership with Zonal, provides a Cable Maintenance Support package for some of the UK's most prominent pub brands, including JD Wetherspoon, Stonegate, and Greene King. These venues rely heavily on robust technology infrastructures to maintain smooth operations, from EPOS systems to kitchen and bar screens. Any downtime in these systems can severely impact business operations, highlighting the necessity of a reliable support service. While the devices are critical, the underlying infrastructure, the cabling, ensures they function as intended. Without it, even the best technology solutions are rendered ineffective.

What is Cable Maintenance Support?

Cable Maintenance Support is a comprehensive service designed to ensure the integrity and functionality of a venue's cabling infrastructure. This involves everything from surveying sites and identifying optimal cabling routes, to conducting repairs and maintaining existing networks to prevent disruptions. It is the backbone of smoothly operating technology, supporting seamless communication between devices.

The Support Challenge

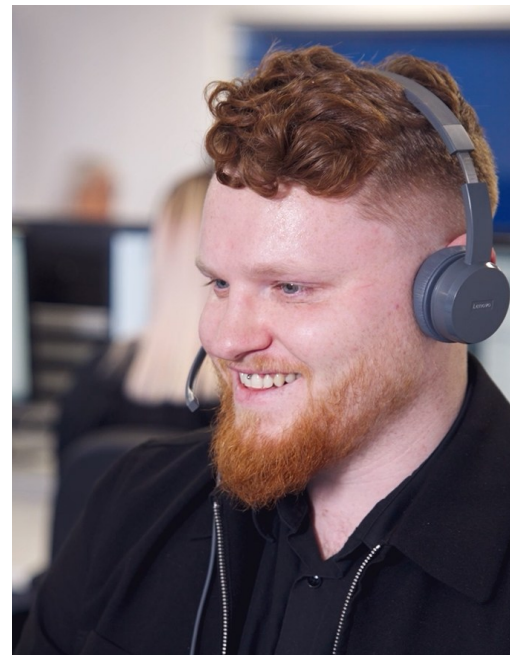
Managing support across extensive client estates presents unique challenges. Many of these venues are in historic or listed buildings, requiring permits for any infrastructure work. Ensuring minimal disruption to trading hours and adhering to strict SLAs adds complexity. Celestra's dedicated scheduling team, based at our head office in Milton Keynes, plays a pivotal role in overcoming these challenges. By efficiently organising a nationwide network of engineers, the team ensures repairs are completed swiftly while maintaining high standards. Whether it's re-cabling a 200-year-old pub or modern venues like airports, our Support team's expertise ensures successful outcomes, regardless of the environment.

What We Do

Bespoke Surveys Each venue is unique and requires tailored solutions. Our engineers conduct thorough site surveys to plan optimal cabling routes. This ensures efficient execution and reduces the risk of future disruptions.

Nationwide Scheduling Our extensive engineering network allows us to reach sites across the country quickly, even in remote or hard-to-reach locations. This nationwide coverage gives clients confidence in our ability to deliver timely support, especially when it is business-critical.

First-Time Fix Approach Our engineers are trained to handle complex challenges, such as cabling across multiple floors or between separate buildings. By prioritising a first-time fix approach, we minimise downtime, save costs, and maintain operational efficiency.



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The Results

Enhanced Operational Efficiency With an intimate understanding of our clients' IT infrastructure—much of which we installed—we can quickly identify and isolate issues. This proactive approach reduces system failures and limits downtime, ensuring uninterrupted trade.

Boosted Revenue and Profits By preventing prolonged downtime, our Cable Maintenance Support helps clients avoid revenue losses. Efficient and reliable infrastructure ensures their technology's full potential is realised, contributing to smoother operations and higher profitability.

Through partnership with Celestra, Stonegate, Wetherspoons and Greene King have been able to mitigate the effect of technology faults on their trade. Our expert team in-house and our engineering teams who offer boots on the ground support are pivotal in providing the bespoke, high-quality services our customer expect from Celestra.

