



## Pret PED Rollout

### Services Provided



Warehousing  
and Logistics



Chip & PIN



Installation



Project  
Management

### The Project

#### What was the problem

Pret A Manger embarked on a full estate upgrade, transitioning from P400 payment terminals to Ingenico Lane3600 devices across all equity and franchise sites – that's over 340 locations! The project was delivered within a tight six-week timeline, with zero revisits required. The rollout was executed seamlessly, receiving outstanding feedback from the client and reaffirming the project's success.

#### What we did

Celestra provided full end-to-end project management across 370 project visits to ensure seamless delivery within the agreed six-week timeline. This was made possible only thanks to the attention to detail and comprehensive service delivered by the team. From Aberdeen to Exeter, we arranged site access for both equity and franchise locations, coordinated engineering resources across the entire Pret A Manger estate. We oversaw asset tracking and compliance with P2PE (an encryption standard that protects cardholder data) throughout the rollout. Finally, we managed the logistical requirements of the project, scheduling and managing timely deliveries to the site to ensure the project was able to run smoothly with no delays. Of course, every project runs into snags; however, over 150 site-level issues were escalated successfully, none of which affected the project rollout.



There were **ZERO revisits** on this project across 370 visits to site!

#### How did Pret A Manger benefit?

As a returning customer, Pret A Manger had the confidence in our ability to deliver large-scale rollouts efficiently and to a high standard; they chose to partner with Celestra thanks to our proven track record and established relationship. The continued trust from Pret was further strengthened through the involvement of their Global Head of Retail Technology, whose ongoing collaboration reflects confidence in our consistent performance, technical capability, and reliable project delivery.

#### Why Pret A Manger chose Celestra

The success of the PED Rollout Project has strengthened Celestra's relationship with the brand and led to a partnership on future tech projects. We recognise the value of a long-standing working relationship with Pret A Manger, having consistently delivered as a trusted partner to the brand over many years.

