



# Pret A Manger New Store Openings

## Services Provided



## The Project

### What was the problem

Pret A Manger needed a reliable install partner to support their New Store Openings (NSOs). With a mix of equity and franchise stores, each with differing schedules and operational teams, they required a partner who could deliver seamless, end-to-end technology installations without disrupting daily operations.

### What we did

Celestra has completed 14 NSOs in the past 4 months, with plenty more scheduled for this year, working closely with both Pret and individual franchisees to coordinate installations around their unique schedules. Our dedicated in-house team manages every stage from procurement to deployment.

**Hardware & Networking:** We collaborate with Evolve to test network equipment in-house on a mini network bench. We configure IPs, Back Office PCs, Kitchen Printers, and Symphony workstations alongside the KDS systems.

**Deployment:** Once configured, hardware ships to stores and is installed according to a structured three-day plan. Day 1 - network equipment setup and online. Day 2 - installation of workstations and printers. Day 3 - testing and handover to the in-store team.

**Equity Stores:** We complete first and second fix installations, working closely with in-store teams to ensure seamless delivery and minimal disruption.

**Stores of the Future:** We deliver innovative layouts that elevate the in-store experience for the end user. These larger formats feature a single counter that encourages more interactions between staff and customers. It's up to us to ensure the technology, infrastructure, and fit-out are seamlessly integrated to support this new way of working. We bring Pret's forward-thinking ideas to life, transforming bold concepts into fully operational, customer-ready stores.

**Iconic Locations:** We install stores in high-profile, challenging locations, including our latest at Imperial College London. This unique site requires careful planning to work around campus operations while delivering a full-service setup.

### Why Pret A Manger chose Celestra

Pret A Manger chose us thanks to our extensive experience delivering New Store Openings across the hospitality sector. With a proven track record of managing complex rollouts and delivering on time for some of the biggest brands in Hospitality, we now also provide Pret with ongoing support through an end-to-end service package.

