



JD Wetherspoons Windows Upgrade

Services Provided



The Project

What was the problem

With more than 950 sites across the UK, JD Wetherspoon needed partners who could deliver a brand new full EPoS system within their challenging environment, Zonal and Celestra stepped forward. The installation required Celestra to modify every bar to accommodate the new hardware, a challenge made even harder by the granite standard spread across the estate.

What we did

Celestra worked to a strict deadline to successfully deliver this project within an 18-week timescale. The project schedule rapidly increased and at its peak, over 80 sites were upgraded weekly across the UK.

Celestra had to make sure that the data and power cabling at every site met the new standard and this led to a mixed model where some sites were able to adapt, and others required a completely new data and power installation.

Whilst the scope of the project wasn't challenging for our highly skilled Engineers, it did require every site to be right first time. To ensure this was achieved, the team established an extensive training program, which consisted of comprehensive workshops followed by training and shadowing on-site, all of which was backed up with detailed support materials on all aspects of the rollout.

Our shop fitting needed the development of a process, which allowed us to identify the correct granite in advance, we then cut and matched to purpose fit each site which allowed the shop fitters and engineers to deliver the final solution.

How did JD Wetherspoon benefit?

The project was successfully delivered with effective, efficient and consistent

communication between JD Wetherspoon and Celestra coupled with thorough project management and highly skilled cable teams and shop fitters.

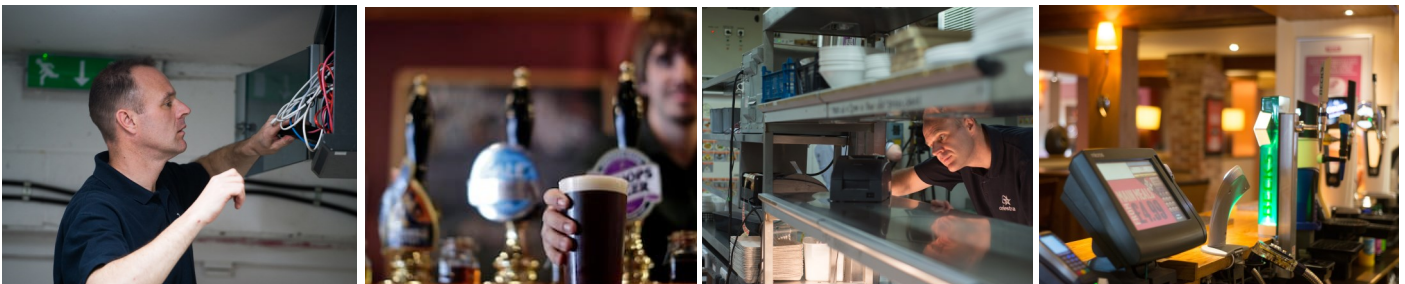
We were pleased to be able to deliver this project on time and to a high standard. The ultimate benefit was the ability for JDW to serve customers their customers faster and to use the newly installed hardware to advertise promotional messages, driving increased sales and awareness.

Why JD Wetherspoon chose Celestra

This was a complex project, requiring partners who knew how to operate effectively together to deliver a first class deployment on time.

They needed us to be able to deliver more than engineering, they needed a supplier who could adapt and continue to innovate during the roll-out.

Our partnership with Zonal stretches back many years and continues to this very day to be an effect force in the UK hospitality market.



What JD Wetherspoon said

"Our requirements were that the project be conducted quickly and with little disruption to our customers. Celestra were more than accommodat- ing and installations occurred early in the morning, often before trading. Their can-do attitude ensure that the project was delivered in a timely manner and seamlessly."

Steve Docker, Project Manager, JD Wetherspoon