Case Study

kfp Total IT Solutions

Installation & roll out of a Cradlepoint solution to resolve in store connectivity and resilience issues

GAIL's

GAIL's Bakery case study

cradlepoint

KFP & Cradlepoint solution, store-wide roll out

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Case Study

Ongoing in-store installation and roll out of a Cradlepoint based solution to resolve bakery connectivity and resilience issues – with plans to introduce to all new bakeries throughout the UK.

Background

GAIL's is a British bakery and cafe chain, operating out of 126 bakeries across the UK.

GAIL's Bakery opened its first high-street bakery in London's Hampstead High Street in 2005. Today, GAIL's have circa. 100 bakeries in neighbourhoods in and around London, Oxford, Brighton, Manchester and beyond with an ambitious expansion programme planned throughout the UK over the next two years.

The Challenge

GAIL's Bakery approached KFP Total IT Solutions (KFP) as they were experiencing in bakery connectivity and resilience issues across several bakery sites. With an ambitious expansion programme planned throughout the UK over the next two years a dependable solution was required.

The Solution

The KFP teams' approach was to initially carry out a 4G survey to ascertain the best solution and network carrier to suit the specific bakery site issues. A cabling survey was also conducted to identify the optimum cabling routes for the implementation of new technology and aid with new bakery openings.

Understanding the challenges, KFP were then able to work with their partner Cradlepoint to design a robust solution that was successfully implemented and trialled in a Berkshire pilot bakery before then being rolled-out at other challenging sites.

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Results

To date, KFP has successfully implemented solutions for over 40 GAIL's Bakery sites and are also working on the rollout of an additional 200 bakeries throughout the UK over the next 2 years.

KFP have provided additional new bakery opening services including the installation of POS, networking and back of house solutions as well as ongoing break-fix support for all new sites.

Ongoing

As part of the roll out of the in-bakery connectivity and resilience solution, KFP are continuing to install POS, networking and back of house solutions to the additional 200+ new UK bakeries as well as providing ongoing break-fix & helpdesk support for all new sites.

KFP are proud to be the preferred IT Retail technology partner for GAIL's Bakery going forward as this status acknowledges the team's ability to methodically evaluate a customer's existing issues and needs, before providing an innovative, secure and fully scalable solution to meet demanding deadlines.

Why KFP?

GAIL's Bakery chose KFP for their experience and expertise in evaluating IT Retail issues together with the proven ability to provide quality installation services both within the required timeframes and budget.

In addition, GAIL's Bakery chose KFP for their ability to meet tight deadlines, provide quality installation services and for the high standards of expertise and qualifications. To date, KFP are proud to be SafeContractor approved, PCI Compliant, and ISO 9001 Registered.

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Customer quote:

"As we open more bakeries in geographically diverse locations, we were on the lookout for a complete auto-failover solution to include fixed and mobile connectivity. Having worked with them for over 10 years, KFP were my first port of call and the proposed CradlePoint suite of products seemed to fill the gap. Having worked directly with CradlePoint via KFP, we carried out a proof of concept in a local bakery. Due to its success we agreed to roll out the solution to all new bakeries and retrofit into existing bakeries over a 2-year period, focusing on the most exposed shops first. We now have a third of our bakeries on the CradlePoint solution, and plan to increase that to at least 80% over the next 12 months, reinforcing our drive to have dependable connectivity to support our critical systems and applications."

- Alistair Cossins, Group Head of IT, GAIL's Bakery

Accreditations

Locations

KFP Total IT Solutions Ltd. (HQ)
4 Foxcombe Court
Wyndyke Furlong
Abingdon Business Park
Abingdon
OX14 1DZ
Tel: +44 (0) 1235 539101

KFP Total IT Solutions (Wales)
Mamhilad House
Mamhilad Park Estate
Pontypool
Torfaen
NP4 0HZ
Tel: +44 (0) 1235 539101

KFP Total IT Solutions GmbH
Unit 1.4, Segro Park Ingolstadt
Nicolaus-Otto-Ring
85098
Grossmehring
Germany
Tel: +49 8938030697

KFP European IT Services Ltd.
Unit 2, Block A
Grattan Business Park
Clonshaugh
Dublin 17
D17 FW02
Tel: +353 (1) 906 1701

KFP Total IT Solutions B.V.
De Tuinderij 12
3833 SC, Leusden, Utrecht
The Netherlands
Tel: +31 332865400