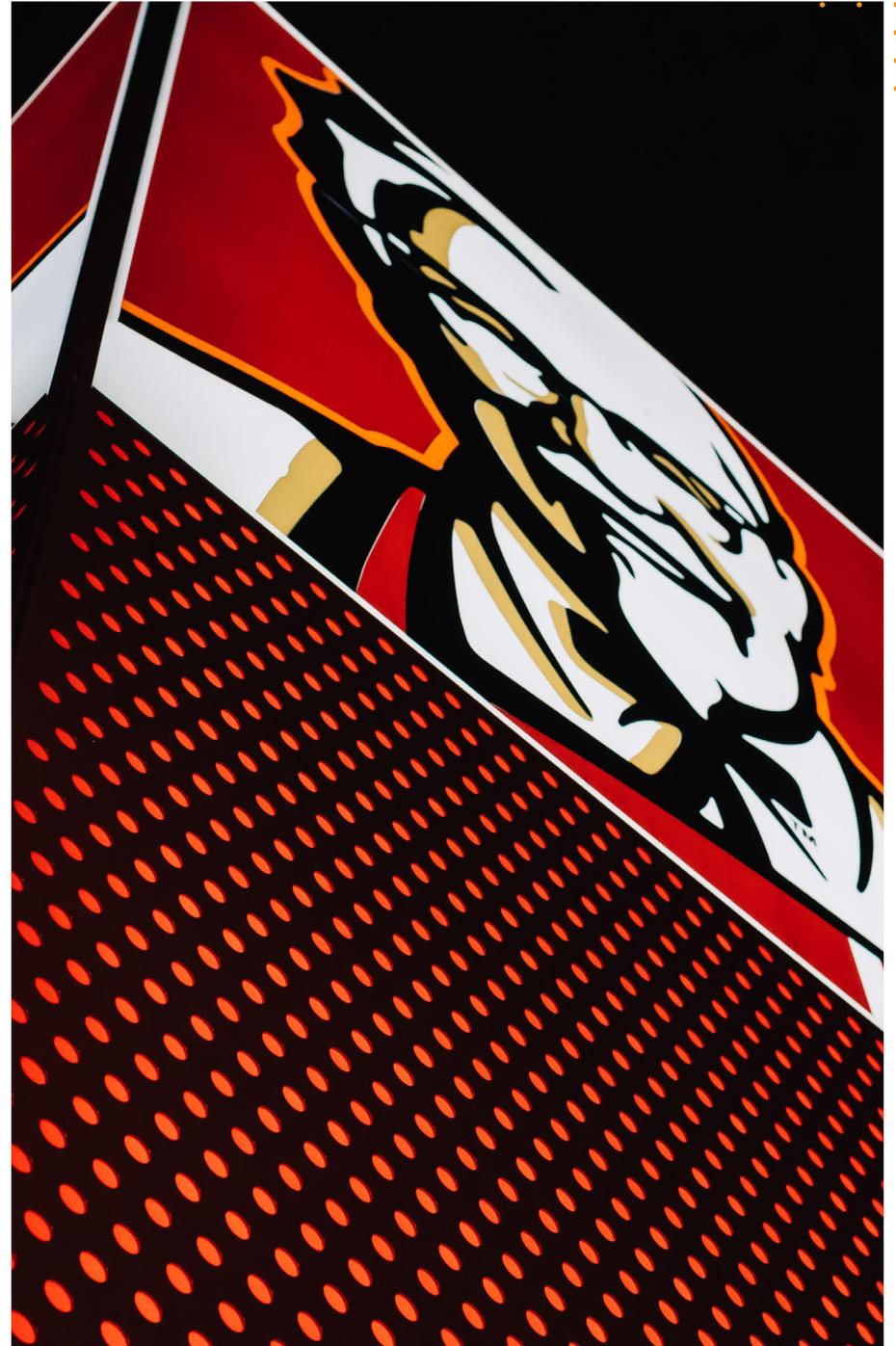


/ CASE STUDY

KFC

A new digital ordering system at their finger tips



An internationally recognised fast-food retailer needed to improve their customer ordering experience. When challenged with a time-sensitive roll-out schedule, the organisation contacted TPS for help.

The client knew this was the next step needed to elevate customer experience and therefore required an experienced team like TPS to complete the project.

01



02

Industry

Global fast Food

Service

Retail

Duration3

3 Months

Value

90k



ABOUT THE COMPANY

The global fast-food restaurant brand has a strong international presence; operating over 24,000 restaurants across 145 countries and territories around the world. Recognised by their rich, decades long history of success the company has a unique product offering that sets it apart from other competitors in the fast-food market.

03



04



CHALLENGE

The fast-food chain wanted to upgrade their existing digital ordering system throughout the whole of their UK estate. The primary objective was to speed up the ordering process to increase the number of transactions that could be handled than through their existing traditional counter service method. The new process would enable customers to view orders and create queue lanes from the kiosk to separate collection services. The screens could then be utilised to support further promotional marketing opportunities, encouraging the upsell of additional products.



SOLUTION

TPS was selected to deliver the project end-to-end. Initially the company conducted a survey of every store, ensuring it had all the correct infrastructure needed. This involved establishing a suitable location for the digital screens and supporting infrastructure, and ensuring this met all relevant health and safety standards. A dedicated team were chosen to coordinate and manage the project. The initial surveys were reviewed, with any concerns surrounding facility works fixed prior to

The equipment was then transported, delivered and installed by specialist TPS teams and then configured on site by the company's senior technical engineers. The teams worked through each night to maintain a tight schedule across the UK. Each installation had to be both seamless and successful to ensure trading could re-commence before opening hours. TPS achieved this with minimal disruption.



/ TESTIMONIAL

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TPS is a trusted IT service delivery partner for us, having delivered successful projects previously. They have a can-do attitude and deliver projects to a high standard, following the process through from beginning to end.

David Smith
Operations manager

The value of connectivity is immeasurable and we are committed to connecting people and businesses together.



GENERAL ENQUIRIES

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BUSINESS OPPORTUNITIES

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