



Case study

The Co-operative Retail

Location: Nationwide, UK

Value: £4,000,000 per annum

Duration: 4 Years

About

The Co-operative Group, which is the UK's largest co-operative business with interests across food, funerals, insurance and legal services, has a clear purpose of championing a better way of doing business for customers and communities. Owned by millions of UK consumers, The Co-operative Group operates a total of 3,750 outlets, with more than 70,000 employees and an annual turnover of approximately £11 billion.



The brief

Project Background

The Co-operative Food has a retail presence in every postal area throughout the UK. Sudlows were awarded the framework, in 2012, to deliver a rolling national programme of infrastructure upgrades to over 500 retail outlets per year. This extensive programme includes; ATM banking, store EPOS upgrades, and even WiFi connectivity. The brief was to install, test and commission a new data cabling and power infrastructure to a parallel store refit programme in

locations as remote as Stornoway and Isle of Wight. This programme was part of a supply chain consolidation exercise to save costs and improve service performance.

The Co-operative Group plans and budgets for an annual quantity of food stores that will undertake various levels of deployment and investment in order to keep stores refreshed and modern. These investments include: food store refits, acquisition and new builds, extensions and developments.

The Installation



This national investment programme involves over 120 multi-skilled engineers and technical partners delivering a wide range of connectivity and power installations across the country.

The store refit programme of critical IT & data infrastructure upgrades included;

- **EPOS & Self Check Out.**
- **WiFi connectivity.**
- **Bakery & Refrigeration.**
- **Smart Energy Management.**
- **ATM banking.**
- **Stock control.**

The first phase consists of scoping and pre-construction meetings, this is the opportunity to survey, design and estimate costs of each individual project.

Sudlows co-ordinated works in-line with multiple contractors and constructed a programme of works that enhanced the delivery of the project, from a commercially viable perspective. This benefits the client by enabling stores to be fully operational, as quickly as possible, to gain maximum sales revenue.

Electrical Works

Sudlows electrical team designed and installed a full electrical programme for The Co-operative Food re-fits including;

- General lighting and power.
- Critical IT equipment power.
- Fire alarms & Emergency lighting.
- Refrigeration systems power.

Conclusion

Bernie Watt, Service Performance Manager for The Co-operative Group, explained,

“Sudlows were commissioned to deliver a reliable programme of infrastructure upgrades across our entire property estate under very dynamic conditions. They had to be extremely flexible around working to a condensed timescale and in multiple retail sites throughout the UK.

Sudlows stood up to the challenges faced when refitting food retail stores with several programme changes often required whilst on-site, typically in the middle of the night.

The Sudlows team achieved all of this whilst demonstrating high technical and safety standards which can be seen with the finished installation.

The key to the successful delivery of this framework was the excellent working relationship between Sudlows and the CTS (Colleague Technology Services) project team, without which such a logistically complicated operation would not have been as productive.”



Specification

Sudlows developed a new specification, free of charge, to help bring the entire estate up to British Standards in order to rollout a consistent infrastructure system across all food Stores. Sudlows worked with The Co-operative to create new SLA's and a reporting system to help them monitor our quality and service delivery.

Andy Hanlon, Enterprise Services Director,

“The Co-operative Framework presented a unique set of challenges to our infrastructure engineers.

One of the key challenges came from the geographical scale of this rolling programme. With a retail outlet located in every postal area in the UK, The Co-operative has a significant presence on the High Street, so it was essential that our delivery team hit the ground running.

Our success has been achieved through our communications channel and IT systems, developed specifically with The Co-operative Group.

One of these systems has been a carefully designed interactive Communication Portal. This portal provides real time analysis and tracking of every single project undertaken. This essential tool helps coordinate the shift patterns, monitor progress and updates all parties of completion and commissioning certificates and full documentation. The portal helps to unify the full refit cycle, from initial scope to final handover.”

“The key to the successful delivery of this framework was the excellent working relationship between Sudlows and the CTS project team”



CRITICAL INFRASTRUCTURES



ENTERPRISE SERVICES



FIBRE SPECIALISTS



ELECTRICAL SERVICES



BUILDING SERVICES



FACILITIES MANAGEMENT