

Project

COLES Taylor Hill DAS

Client

COLES Supermarkets

Location

Taylor's Hill, Victoria

Outcome

Telstra Quatra 4G System

Coles Taylors Hill

Taylors Hill, VIC

Coles is a top Australian retailer with over 1,800 outlets nationwide, employing 120,000+ team members, and serving millions of customers weekly across stores and digital platforms.

The Project

In 2023, Coles, a leading retailer in Australia, sought our expertise for a significant project. As telecommunications specialists, we were tasked with upgrading their communication network at the Taylors Hill supermarket store from a legacy 3G system to a modern 4G LTE infrastructure.

To ensure comprehensive coverage throughout the expansive facility, we implemented Nextivity's Quatra solutions, perfectly tailored to meet the demands of this intricate project.

The Challenges

Working within the operational constraints of Coles' supermarkets presented a significant challenge.

The Taylors Hill store bustling during the day, we had to plan a hybrid deployment style, blending both day and night shifts, to upgrade the communication network from 3G to 4G seamlessly.

This required meticulous planning and coordination to ensure minimal disruption to daily operations while achieving our project goals.

The Solution

Our decision to work night shifts and adjust our schedules played a vital role in smoothly transitioning Coles supermarkets from 3G to 4G. Recognising the crucial need for uninterrupted service, we prioritised flexibility to meet customer demands. By embracing night shifts, we minimised disruption to store operations while ensuring project objectives were met within the extremely impressive week timeframe allocated for the upgrade.

This hybrid approach proved effective, demonstrating our commitment to customer satisfaction and operational continuity, ultimately facilitating a seamless transition to 4G.

Success

Our ability to adapt, dedication to keeping Coles customers satisfied, and pulling off the upgrade in just one week - it was a true reflection of our commitment to getting the job done right.

By adjusting our shifts, we ensured the upgrade process ran smoothly, seamlessly integrating with Coles' operations without any disruptions.



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