



Case Study

Costa Coffee



The Leading Light in Technology Enabled
Facilities Management & Property Services



LOCATION

1,150 outlets across the UK

FM CONTRACT DURATION

2012 - ongoing

Overview

Costa Coffee is one of the largest coffeehouse chains in the world and has been successfully operating since 1971. In the UK alone, Costa Coffee operates across 1,150 outlets serving a range of hot beverages, soft drinks, sandwiches and baked goods.

Bellrock were made fully aware of the maintenance concerns faced by Costa Coffee and it soon became our priority to develop a FM services solution which provided visibility of performance and maintenance spends across all their coffeehouses.

FM Services

Bellrock provide a comprehensive range of maintenance services to Costa Coffee which include:

- 24/7/365 Contact Centre
- Planned and Reactive Maintenance
- Project Management
- Quantity Surveying
- Supply Chain Management
- Financial Management

The Relationship

"Since moving to Bellrock work is being done more efficiently and everything is a lot more organised"

Dan Hughes, Costa Coffee Swindon

"I must just say, since you have taken the helpdesk on jobs are being done a lot quicker, works are being done more efficient and jobs seems to be a lot cheaper. Whatever you're doing, keep doing it as it works very well and is good"

Robbie Roots, Costa Coffee Plymouth