

box<sup>■</sup>

Pizza Hut



Customer  
Engagement  
Experts



“ Cielo systems are now at the heart of our kitchen operations and have proved highly practical, carrying twice the amount of information compared to our previous screens. The rollout has also been very easy, staff have responded well to the new systems and we are very pleased. Box Technologies has certainly provided us with technology that boosts our capacity to give customers the best experience possible. ”

*Will Broome,  
Head of Business Systems  
at Pizza Hut Restaurants*

### **Problem**

As the UK's premier pizza restaurants chain with 270 premises nationwide, Pizza Hut Restaurants wanted to upgrade their kitchen and front-of-house operations as part of a major programme of improvements. Priding themselves on providing a quick and efficient service, Pizza Hut Restaurants relies heavily on their IT systems to support their kitchen staff – so upgrading their ageing business critical hardware was imperative. They also needed a solution that would support their existing software while providing them with independence from a proprietary software provider in the future. All of this was underlined by a desire to deliver a better customer experience.

### **Solution**

After a recommendation from another restaurant chain and a rigorous series of tests, Pizza Hut Restaurants chose Box Technologies Cielo 22” All-in-One touchscreen PC for a two-month kitchen pilot at a restaurant in Kent. A separate trial in Watford examined the suitability of the devices in their front-of-house takeaway operations. In their kitchen environment, the screens were used to display orders to chefs and synchronise the cooking of dishes, whereas in the front-of-house environment they were enabled to take payment as point of sale units.



## Company Background

Originating in the United States in 1958, the first UK Pizza Hut restaurant was founded over 40 years ago in Islington as a single restaurant. Since then, Pizza Hut Restaurants UK presence has grown to 280 locations nationwide with 10,000 staff and 3 million guests each month. The Pizza Hut brand is a subsidiary of Yum! Brands Inc., the world's largest fast-food restaurant company.

## Result

Both trials proved to be wholly successful and Pizza Hut Restaurants found the systems to be highly adaptable and efficient. This success led Pizza Hut Restaurants to engage with Box Technologies for a nationwide rollout – currently over 160 restaurants now have Cielo systems in the 'cut areas' of their kitchens, while 250 are using Cielo systems in their front-of-house operations. The new Cielo systems proved to be much more responsive and efficient than the previous solution, and also had screens large enough to display a wider range of orders. Remote management tools also allowed the Pizza Hut Restaurants IT team to securely monitor system use off-site and take any remedial action far more easily.



[www.pizzahut.co.uk](http://www.pizzahut.co.uk)

# cielo

Customer Engagement Experts



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