



mothercare

mothercare's head office chose Billi Taps for their recently refurbished interior.



Overview

mothercare is the leading global retailer for parents and young children. The first mothercare store was opened in 1961 and Early Learning Centre in 1974. They have now around 1,300 stores across more than 56 countries, offering a wide range of products.

mothercare
Watford

Challenge – time efficiency, high demand and aftercare

At the beginning of 2016, they started a major refurbishment of their head office. With around 700 employees, they were facing an issue how to meet the demand for hot and chilled filtered water across the three floors.

The Head of Store Development and Facilities, Alan Jeffery approached Billi to provide a solution as a result of recommendation from the office interior design and fit-out services company, **Office Principles**.



Solution

Billi UK quotes an immediate dispense capacity for each of their taps. Whilst hourly dispense has some relevance, instant dispense cup rates are of key importance.

These statistics show how a tap will perform during the peak periods of high demand. Typically this is on staff arrival at work, lunchtimes etc.

A cause of staff frustration can be the inability to get a drink when they want it, and through the unique energy efficiency technology, the Billi Quadra range provides the solution.

Following discussions and a site visit, based on the Billi recommendation, mothercare selected the very popular Quadra 460XL boiling and chilled system in chrome with matching drainage font.

'We are very pleased with the Billi's response time. The experience from getting a quote, installing the taps to dealing with any questions afterwards was great and promptly dealt with.'

Alan Jeffery
Head of Store Development
and Facilities

'We were using kettles to boil the water and the process was laborious. I was directly working with Alan to find the best solution to make this process more efficient and of course, make it convenient for our colleagues. We chose Billi for its value, sleek design and as recommended by a fit-out company before, it was an easy decision to make.'

Katy Meehan
Property and Equipment
Administrator

