

Billi™

Ocado

When Ocado decided to change the way they hydrate, they chose Billi!



Overview

Ocado was established in the UK over 15 years ago and listed on the London Stock Exchange in July 2010. They are the world's largest dedicated online grocery retailer with over 500,000 active customers shopping today. Their objective is to provide their customers with the best shopping experience in terms of service, range and price, which builds a strong business and delivers long term value for their shareholders.

Ocado
Trident Place, Hatfield

Challenge – a reliable boiling and chilled filtered water system

When Ocado decided to extend their offices within Hatfield Business Park, they were looking for a smart system that would dispense boiling, chilled and sparkling filtered water. Nick Webb, Head of Office Enablement and Jack Doggett, Building Technology Project Manager, were adamant to find the perfect product for their brand new office space across three floors at the Trident Place.



Solution

Before the project had started, Ocado had already had other systems installed and they were looking to replace these.

What they were really looking for was a premium-quality product that would complement the newly designed office space.

Initially, Billi supplied over 8 systems to their HQ at Titan Court before extending the order to their brand new office space.

For their brand new three-floor office space, Billi supplied two Billi systems, Quadra Plus to dispense boiling and chilled filtered water and Quadra Plus Sparkling to dispense boiling, chilled and sparkling filtered water, making sure to cater over 150 employees per each floor.

Ocado has also taken out the Billi Gold Maintenance Plan, a planned maintenance agreement covering servicing and filter replacement.

"We have chosen Billi products for their fantastic customer service, premium aesthetics and quality of the product.

We were also looking for a tap dispensing sparkling water, which not many other brands offer.

I visited Billi's new showroom in London to trial it in person and I was very impressed with the robust quality and the ongoing support."

Nick Webb
Head of Office Enablement

