



Costa

The high-street coffee giant reduced the Cost-a of their boiling and chilled refreshments. How did they do that? Here they spill the beans...



Overview

Costa Coffee was founded in London in 1971 by the Costa family as a wholesale operation supplying roasted coffee to caterers and specialist Italian coffee shops.

Their brand new coffee roastery in Basildon officially opened in March 2017, enabling them to produce more than 2 billion cups of the hot drinks a year. Europe's biggest coffee roastery also includes a new coffee academy, to train 3,000 baristas per year.

The Costa Roastery Basildon



Challenge – fast and efficient instant boiling and chilled water system

Marc Congdon, the Engineering Manager at Costa, was tasked with choosing a very efficient under-counter system to dispense boiling and chilled water that would not take up too much space.

Solution

Across three floors, including their new product development labs and the new academy space, they chose Quadra 440 with XL dispenser in chrome with matching drainage font. This system dispenses an immediate draw off capacity of 40 cups; 150 cups of boiling and 175 cups of chilled filtered water every hour.

The Billi under-counter systems are a great addition to their office space, giving their staff an opportunity to enjoy coffee alternatives.

The project was coordinated with Morgan Lovell, Artelia, GTA Architects, Alinea Consulting, Turner & Townsend and Arup.

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

We were really pleased with the overall Billi experience, the Billi Team were very helpful and we felt supported all the way.

We have had previous experience with under-counter water systems so we were looking for a stylish tap to go with our modern design as well as a reliable customer service. So we chose Billi!

Marc Congdon,
Engineering Manager, Costa

Billi™

