

University of Sussex

Case Study



“I would definitely recommend LTT to others as they have such a wide range of solutions which means they can accommodate the needs of all, from snack and cold drink machines to coffee-to-go solutions, whatever the request is they make sure they deliver.”

Amy Smith, Contract Director, Chartwells, operating under Sussex Food.

Read more at:
www.lttvending.co.uk/about/our-customers


LTT VENDING
www.lttvending.co.uk

refreshing people

US
University of Sussex

“LTT is a great partner, they support our catering operation on site to ensure a smooth service and offer an added value for our students.”

Amy Smith, Contract Director.

Company Background

Founded over 50 years ago, the University of Sussex is a leading higher education and research institution near Brighton. It is ranked 18th in the UK by the Complete University Guide 2017, and offers a high standard of education as well as providing leading research in the UK. With over 14,000 students and 2,100 staff members, and plans for expansion, the University of Sussex has developed a programme of investment to modernise and improve their campuses so that they provide the best facilities for all university members.

The Discovery

The University of Sussex decided that they wanted to modernise facilities for their students and staff in line with their overall strategy, offering additional services and increase sales revenue. As a leading

university, innovation was also at the forefront of their requirements, ensuring that they can offer premium solutions across the board, from quality hot drinks to everyday snacks.

The Challenge

The University of Sussex wanted to find a company that could offer all the solutions they required under one roof, without compromising on a first class service. They wanted multiple premium offerings and wanted to offer something new. However they were unsure on how to keep their offering up-to-date and innovative, so sought after a company that could assist them in choosing the right machines for them.





The Solution

LTT Vending were able to deliver multiple solutions for the University starting with traditional vending. They first put snack and cold drinks machines into their library offering students everyday snacks and instant coffee. After a consultation with the University of Sussex, LTT Vending proposed the introduction of a Lavazza branded machine, offering premium bean coffee. This was added to their existing range; rather than replacing their instant coffee machine, it was decided that there was a demand for both types of hot drinks solutions. One offered unbranded instant for those everyday coffee breaks whilst the other offered a more premium branded drink for those wanting a more of a coffee shop experience.

At first the Lavazza Lusso was installed but due to high demand, it was later replaced with the Lavazza Eleganza which is recommended for higher volume sites. This sat alongside the other traditional snack and cold drink machines. The premium bean-to-cup Eleganza solution allows

students to get a quality coffee shop experience whilst paying less than the competing shops. It also allows students to customise their drinks, so as the consumer's taste differs, they can customise the drink to suit their pallet. Furthermore, with the advertising capabilities that it offers, the University is able to promote other on campus deals or display messages of their choosing to enhance sales opportunities.



The Result

The University of Sussex has been over the moon with their solutions, the snack and cold drink machines are a hit with the students, and the Lavazza Eleganza has been a great success. They have been averaging at 800 drink sales per month for the past year just on the Lavazza Eleganza, with students commenting being extremely positive. The University of Sussex couldn't be happier with the outcome.



for the range of
solutions
available



for the
service
delivered
throughout the process



University of Sussex

Testimonial

“ LTT Vending has been exceptional in their service. They were quick and efficient during the installation process and ensured all machines were installed smoothly. Having a wide range of solutions has enabled us to provide our staff and students with sufficient drink and food-to-go services. LTT Vending has also allowed us to be one step closer to completing our mission, which is to modernise and increase our services in our campuses. I would definitely recommend LTT Vending to all other caterers as they ensure that they work alongside you and offer the best solutions to suit your needs.”

Amy Smith, Contract Director

“ Having a **range of solutions** all **under one roof** means we can **cater for all the students and staff's needs** with one company, making the logistics and **service much easier** and **cost effective for us.**”

Amy Smith, Contract Director

