Self-Checkout Flexibility and Remote Monitoring Drives Increased Customer Satisfaction

Co-op UK, owned by 4.6 million active members, is the largest consumer cooperative in the United Kingdom. With Diebold Nixdorf as a trusted strategic partner, they're innovating new ways to fulfill their consumers' needs—often before consumers are even aware of those needs.

Store Overview

Co-op UK

Over 2,600 local, convenience and medium-size stores

4.6 million active members

60,000 employees

$10 BILLION in turnover annually

CHALLENGES

- Reduce queues, waiting and checkout times

- Improve customer service and store staff efficiency

- Drive efficiencies in the cash cycle

SOLUTIONS

- Upgrade to the BEETLE/M-III modular POS system and iSCAN EASY eXpress self-checkout

- Remote Management via eServices for all SCOs utilizing DN AllConnect Services℠ for Retail*

- New operator and consumer displays

- Implementation and maintenance of IT systems across the store network

IMPACT

- Reduced wait times at checkout and number of times assistance was required for the self-service terminals

- Increased store throughput and consumer satisfaction

- Simplified cash handling for employees

** Including implementation services, IT support and remote managed services. DN AllConnect Services for Retail is closing nearly 80% of Co-op's service tickets remotely. Because the majority of the retailer's service issues are being handled remotely, interventions have fallen to 16%, **resulting in 99% uptime of all self-service and POS systems.***

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The Co-op UK team recognized the need for new hardware to replace equipment that was quickly becoming obsolete. Through a strategic partnership with Diebold Nixdorf, Co-op UK identified an end-to-end systems upgrade that included a modular POS system with energy-efficient processor technology (the BEETLE/M-III), new operator and consumer displays (the BA93W and BA91W), and updated self-checkout terminals (the iScan EASY range). With sleek, modern, robust aluminum housing displays and technology designed for the highest performance, these POS solutions are perfectly tailored for the emerging demands of today's consumers.

FLEXIBILITY WAS KEY

Co-op UK realized that their consumers wanted more options and flexibility in their shopping journey, and the store network needed the flexibility to implement POS solutions in ways that made sense at each individual location. The iScan EASY range was the perfect terminal: it offered the best of both worlds, self-checkout and kiosk.

Retailers in the Co-op UK network can now maximize sales space and meet the needs of consumers who want to check-out quickly and efficiently. It's also driving increased in-store throughput and higher flexibility through the modular approach to hardware implementation.

The aim was to transform store management processes, consumers' shopping journeys and the entire front-of-store experience using self-service technology.

"Diebold Nixdorf is a long-term, strategic partner. Through our close working and collaborative approach we have been able to consistently provide our customers with a fast and efficient checkout experience – helping to keep our communities fed quickly, easily and safely," says David Robertson, retail IT director at Co-op UK.

SEAMLESS IMPLEMENTATION WAS CRITICAL

With such a wide, diverse network of stores, Co-op UK chose Diebold Nixdorf Maintenance & Availability Services to help plan and implement the rollout of new technology in a modular fashion and to ensure high-quality service delivery. The cash-management process has been automated and optimized through the installation of self-checkout solutions, resulting in a reduction of fraud and theft risks.

Ben Gale, regional vice president and managing director, Retail at Diebold Nixdorf, explains: "We've worked closely with Co-op UK for many years and have a strong understanding of their member and customer-led objectives, which allowed us to quickly support them in other areas of their business. Our strong service offering – underpinned by IoT technology and cloud-based analytics – enables the remote resolution of the vast majority of incidents and is a key factor in achieving 99% availability.

"With millions of customer transactions per week, it's critical that our systems are operating when needed. Our customers know they can count on their local Co-op for a quick and convenient shopping experience."

—**David Robertson**, Retail IT Director, Co-op UK

Find out how Diebold Nixdorf's integrated retail hardware, software and services solutions could transform your business. **Contact your Diebold Nixdorf representative today.**

To learn more, **visit DieboldNixdorf.com.**