

# CASE STUDY

Harrods



BOXTEC

Engineering to improve SCO appeal



## THE CHALLENGE

As Harrods' incumbent point of sale (PoS) supplier, it was only natural that their team would turn to BOXTEC for support when they began to encounter more frequent issues with their self-checkout (SCO) hardware system. As is the norm with many retailers, Harrods' hardware kit was bound-up with their incumbent software supplier, often making it a real challenge to fix technical SCO issues in-house. Needing more autonomy and control, as well as a new SCO system that would fit practically into the store itself and integrate with their existing software set-up, it became clear that a bespoke SCO hardware system was required.

For a heritage brand like Harrods, where customer service is paramount – particularly in the build-up to the busiest retail period of the year – this also needed to be delivered inside a small window of time. Fortunately, we love a challenge!

## THE SOLUTION

Imagine the Harrods Food Hall for a moment. Shelves laden with luxurious items to tickle the taste buds, and marble-topped counters - built around existing hardware - which Harrods was understandably reluctant to replace. Quickly recognising that a bespoke model would be required, our team got cracking on designing and building 10 new SCO devices from scratch; created to our exacting standards and in-keeping with the practical and aesthetic needs of our client.

Working with the in-house technical team at Harrods throughout the installation, we completed the project inside 4 months – from briefing to bespoke hardware delivery and fitting. No mean feat when you're completely redesigning a complex and highly technical SCO set-up to fit with an existing software provision, not to mention existing store furniture.

## THE OUTCOME

Delivering the project in time for the busiest retail event of the entire year meant that Harrods Food Hall was able to capitalise on the timing. They could give their customers the seamless experience they've come to expect from this brand.

Ready to hit the ground running, BOXTEC's bespoke SCO hardware thrived during the busy festive season, and was so successful for Harrods that the solution is now being scaled-up to provide a more efficient customer experience in other areas of the store.

When asked about working with us, Paul Reid, Senior Systems Retail Manager at Harrods said:

"Working with the team at BOXTEC has been one of the easiest transition projects. They truly understand the needs of the retailer and go above and beyond to deliver solutions that work and add value. It's not a supplier- customer role; they really work as part of our team."

