

GLORY



## Custom SCO for one of the world's largest DIY retailers

Leroy Merlin, Europe



### THE CHALLENGE

Leroy Merlin, one of the world's largest home-improvement retailers, operates over 464 stores in 13 countries. They offer a wide range of do-it-yourself and professional solutions that covers plumbing, lighting, heating, electricity, sanitation, security, cooking, gardening and much more. Equipped with both sales assisted services and an aging SCO system, Leroy Merlin was in search of a new partner that could provide a custom solution that improved traffic fluency, and be able to adapt their brand strategy and image.

Leroy Merlin asked ACRELEC to develop a custom SCO solution that helped deliver on their key business drivers. Most importantly, they needed to increase throughput in their stores while improving ergonomics and their associates' roles. But they also wanted a competitive total cost of ownership for the SCO, as well as a partner that could provide full-service capacity with the ability to integrate, deliver, install and maintain this custom technology.

### THE SOLUTION

The team at ACRELEC explored many potential technologies through a robust iterative process before settling on the right SCO that would be ideal for Leroy Merlin's business. The final solution was lab-tested in a pilot store to ensure all functionality would achieve Leroy Merlin's objectives.

Sitting with the ACRELEC solution is the GLORY CI-10 compact cash recycling solution that removes the need for staff to handle cash at the point of sale. When integrated into your existing POS system the CI-10 securely automates cash handling at payment positions minimising the risk of errors and shrinkage while enhancing staff productivity and customer service.



# THE BENEFITS FOR LEROY MERLIN

**ACRELEC was able to fully adapt Leroy Merlin's brand and business strategy with a customised SCO solution that successfully delivered on Leroy Merlin's business drivers.**

The traffic fluency rate was much higher than traditional cash registers and exceeded the company's KPI of less than two customers in queue at a rate of 97%. The associates are now more available to deliver better customer service. They have time to welcome customers and to help them throughout the self-checkout process. The pilot was such a success that ultimately ACRELEC SCOs were installed in 105 stores in 2020, with more units being installed in 2021.



Leroy Merlin solution is part of the overall retail offering from Glory – an offering that addresses the breadth of cash management requirements throughout the Retail Cash Chain. Glory's specialist knowledge and expertise ensures any retail organisation can optimise its entire cash chain to improve its bottom line – transforming cash from its customer's pocket into a healthy profit.



## OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

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