

Retec Interface creates new home delivery kiosk for the Co-Operative



With the merger of the Co-Operative and Somerfield, Retec were engaged to develop the successful Somerfield home delivery solution further, and take it to more stores.

The Challenge

- Replace an existing solution running in Somerfield stores
- Free up staff who are specifically employed on the Home Delivery process
- Enhance the in-store ordering experience

The Solution

- Self service solution for booking home delivery slots
- Development of a bespoke application
- Kiosk that is sympathetic to the co-operative brand guidelines and store design

The Results

- Quicker, easier and more reliable home delivery service
- Simple to use for shoppers
- Improved operating process and reduced cost

“Retec have not only helped advise us on the bigger picture of thinking of our development, but they have tended to the finer details too with speed and precision. A very reliable and thoroughly effective team ensured that against the backdrop of a challenging timescale we delivered this project beyond the original specifications, under budget and on time. Highly recommended. This was recognised internally by winning the award for retail innovation 2009.”

Alex Webb Marketing Project Manager The Co-Operative, October