

AXFOOD case



Ergonomic Solutions meets Axfood's EPOS installation challenge

Axfood AB, one of the largest food retailers in Scandinavia, runs its business through wholly owned and franchised outlets. In Spring 2004 Axfood appointed Wincor Nixdorf as the supplier of EPOS technology and made the decision to upgrade their systems, throughout Sweden. Existing counters were to be re-designed to achieve greater amounts of usable counter space, whilst incorporating all the required technology.

Completion of rollout was planned during 2007 and the objective was to:

- Evaluate the ergonomic implications of the work space
- Develop a solution that would integrate all the hardware, old and new
- Make the mountings flexible enough to enable the hardware to be fitted on a variety of different existing counters
- Manage the pilot and rollout process
- Hand over to Siemens Business Services to complete the installation

Axfood is focused on being an efficiently run and competitive force in the Nordic grocery market and worked closely with Ergonomic Solutions to create solutions for their stores.



The workstations were to be streamlined and efficient, using ergonomic principles to create an effective, work-friendly environment.

Ergonomic Solutions, supporting Wincor Nixdorf technology, won the business to design, develop and supply a total of 6,000 customized SpacePole® technology mounting solutions for the Wincor Nixdorf BA72, BA63 and keyboard, to be installed in 340 stores, consisting of 1,900 checkout counters.

Axfood is focused on being an efficiently run and competitive force in the Nordic grocery market. They have worked closely with Ergonomic Solutions to create mounting solutions for their stores that would serve their current purposes as well as having enough flexibility in the design to enable them to adapt as their business expands.

During the early phases of the project, Ergonomic Solutions made many site visits to some of the Axfood stores whilst the Axfood service partner travelled to every store throughout Sweden to evaluate their checkout portfolio and to identify the number of checkout variations as well as the access to electricity and the number of peripherals that had to be integrated at the EPOS counters. The weighing scales at Axfood stores are built into the checkout furniture and a mounting solution had to be built which incorporated the scales and the customer display unit, enabling the customer to view both displays.



axfood

story



The screen and keyboard are located on top of the money drawer (see picture opposite). The project also included modifications to existing configurations and integration of brand new configurations, integrating them onto cable pillar which are in existence in some of the stores.

Claes Nordström (Ergonomic Solutions, Sweden) has been driving this project and comments, "From the start of this project I knew it would be a challenge to design the required number of different solutions and to organise the logistics so

that we wouldn't be an obstacle or funnel in this rollout project. Together with the Axfood IT team, we were able to complete the necessary tasks in a timely manner without getting in the way of the normal run of business."

Several prototypes of mounts were designed and built for evaluation and testing.

In June 2004, two pilot stores in Stockholm were chosen for testing the mounting solutions over a period of 2 months. The next stage was to make slight adjustments to some configurations to take into account some differences in counter designs in different stores and, as these were fitted, they too had a pilot period of approximately 2 months. Axfood was pleased with the way the project was progressing and the various pilots came to an end, having run smoothly without adjustments having to be made.

The first rollout began in Autumn 2004 and is on schedule, and is set to complete this year. Magnus Andersson, Project Manager at Axfood, commented: "We are pleased with the way the project is progressing and look to complete the project around Spring 2007." Of Ergonomic Solutions he says: "Our aim was to create greater space and work efficiencies at the checkouts and Ergonomic Solutions has helped us to achieve this."

Claes Nordström adds: "I am proud to say that the working relationship between us and Axfood has gone from strength to strength and it was a pleasure to work with these very professional people."

On completion, Axfood will have achieved all their objectives in a shorter time than expected and to budget, allowing them to focus on their core business going forward.



Claes Nordström
Ergonomic Solutions,
Account Manager for Axfood