

# Boots The Chemist



## SpacePole rolls-out into Boots Estate

When Boots the Chemist chose to update their Epos system, with the latest IBM 4820 Touch Screen Technology, integrating new technology with existing cash point furniture, across 1400 stores, was a major challenge. Clive Barber, Boots Project Manager for Store Operations states "With almost 40 different counter designs, installing new technology proved a huge issue for us"; and "working with Ergonomic Solutions meant we were able to keep the number of solutions to a minimum".

The objectives of Boots, IBM and Ergonomic Solutions were to provide a better system than the one in existence, and ensure flexibility to accommodate business and technology changes, such as Chip & Pin. "These goals have been fundamental to the development process" says Barber.



An original set of standard configurations have been developed to mount the IBM Technology on existing furniture on either the cash drawers or on the counter surface. As new furniture is introduced into the estate, specific solutions for each furniture type are developed. "All standard SpacePole configurations provide rotation and tilt facilities, and internal cable management, so it was critical to keep abreast of IBM developments, such as new



### Déploiement de SpacePole chez Boots

L'installation de nouveaux écrans tactiles IBM 4820 sur une quarantaine de caisses différentes dans 1400 magasins constituait un défi majeur pour Clive Barber, directeur de projet chez Boots. Grâce à Ergonomic Solutions, il a pu en limiter le nombre de solutions déployées. Ces solutions sont toutes pivotantes, inclinables et dotées d'une capacité à intégrer les câbles. L'objectif était de livrer un nouveau système, plus efficace et qui permettait la mise en service de modifications fonctionnelles et technologiques à venir. En collaboration avec le groupe de chefs de projet, Ergonomic Solutions a développé des configurations mettant en pratique les atouts de la gamme SpacePole via une « élaboration de normes ergonomiques pour optimiser l'utilisation des caisses aux points de vente ».



### SpacePole roll-out bei Boots

Neue IBM 4820 Touch Screen in ca. 40 unterschiedliche Kassenplätze in 1400 Geschäften zu installieren war eine große Herausforderung für Clive Barber, Boots Projekt Manager. Mit Ergonomic Solutions konnte er die gemeinsam entwickelten Lösungen auf eine minimale Anzahl begrenzen, alle mit Rotation, kippbar und mit internem Kabel Management. Das Ziel: ein besseres neues System zu liefern das zukünftige Änderungen in Ablauf und Technologie zulässt. Zusammen mit Projektgruppen hat ES Konfigurationen entwickelt die mit „kundenspezifischer Zusammenstellung von ergonomischen Standards“ der SpacePole Philosophie folgen.

processor types and cable connections”, says John Clarke, Ergonomic Solutions Project Manager.

Ergonomic Solutions worked closely with Project Groups and the Store Improvement Group to develop the configurations using the “customisation of standard parts” philosophy of SpacePole. The development process for introducing new standards went through a number of discrete stages, from single store pilot, right through to submission to the board for approval of roll-out.

Achieving good ergonomic practice has been integral throughout the roll-out and development process, as part of the business and technology improvements. Clive Barber adds, “The introduction of Touch Screen technology and SpacePole has had specific benefits and advantages in streamlining Payment Card Handling, Photographic orders and an overall improvement to Customer Service”. The collaborative partnership between the companies has been beneficial for all parties involved.



*When Boots the Chemist chose to update their Epos system with the latest IBM 4820 Touch Screen Technology, integrating new technology with existing cash point furniture across 1400 stores, was a major challenge. Using SpacePole they mounted the latest IBM 4820 Touch Screen, Customer Display and Pin Pad.*