



case**history**

Jelmoli
THE HOUSE OF BRANDS

CUSTOMER

Jelmoli

INDUSTRY

Retail

WEBSITE

www.jelmoli.ch

ZUCCHETTI'S SOLUTION:

TCPOS

A smart food market **For the largest omnichannel premium department store in Switzerland**

As the largest omnichannel premium department store in Switzerland, Jelmoli wants to make a lasting impression and serve as a platform for exchange and meeting. Sustainability is firmly anchored in the company as a central factor and lived value. It is at the heart of all activities, partnerships and the vision to reinvent the department store and to actively promote and help shape the conscious consumption of the future. The traditional store on Bahnhofstrasse and the stores at Zurich Airport in the Airside Center and Circle, inspire visitors with a finely curated assortment of 1,000 brands from all over the world, rounded off by an impressive range of services and events. Around 650 expert employees ensure a feel-good atmosphere, the best advice and a unique shopping experience - in the online store at jelmoli.ch too. In the food market and gastronomy area, selected partners provide a unique shopping and gourmet experience.

 **ZUCCHETTI**

www.zucchetti.com

CUSTOMER REQUIREMENTS

In 2019, the go-ahead was given to build a new checkout environment based on Zucchetti's TCPOS product. This environment is set to be used in the Jelmoli Food Market and all catering establishments. It was important that this checkout environment could be fully integrated and connected to the newly introduced Jelmoli ERP (Microsoft Business Central) and form a solid basis for future digitisation issues.

PROJECT RESULT

The new checkout environment, which is operated on the basis of the Zucchetti product TCPOS, was fully connected to the new Jelmoli ERP via specially developed interfaces. This enables master data to be maintained in Navision and ensures the prompt supply of these data to all TCPOS cash registers and scales. In a further step, this master data interface was extended to include the supply of promotion data. This enables Jelmoli to maintain promotions centrally and supply these data promptly to all cash registers. Jelmoli uses scales from the manufacturer Bizerba, which are opera-

ted in attended and unattended mode. These have also been fully integrated into the TCPOS environment. This enables Jelmoli to POS systems and scales via one interface and also to supply the master data to the scales via the same interface as the cash registers. The new Jelmoli food market and catering outlets have a total of 55 touch-screen points of sale, which are operated with TCPOS and are connected to printers, card readers and, in some cases, scales. However, an important feature of the project is that all transactions and processes can be managed with a single application: the subtenant and the vendors are different and usually have their own requirements for the POS system. Some of the products offered are not part of Jelmoli's extensive range, but belong to its partners. As a result, Zucchetti has implemented a system that works in a closed loop. This way, each operator can only access their own information, including net and gross values of purchased articles. Zucchetti, thanks to the TCPOS POS solution, also generates a list of sales information that can be displayed by day or by month, while each article is assigned to a

sub-lessee in a clear and direct way, and thereby ensuring an accurate analysis. About 10,000 articles are currently registered in the system and the number is expected to increase every day: the market and the system live together. The introduction of the new TCPOS checkout environment marked an important milestone, which serves Jelmoli as a basis for future digitalisation projects and for an increased focus on omnichannel markets.

WHY ZUCCHETTI?

Sandro Canneori, Head of IT Jelmoli

"All activities in the Jelmoli Food Market and our 13 or so catering outlets are successfully handled by a total of 55 touch screen POS systems. We are confident that we can count on our partnership with Zucchetti on ICT solutions for managing sales activities in the food sector. Furthermore, Zucchetti has implemented the ideal complex cross-selling solution for our needs. We are proud that we were able to realise a project of this size in such a short time."

