

TOSHIBA

Transforming Retail Efficiency at SPAR UK with Toshiba



James Hall & Co. Ltd needed to modernise its point-of-sale (POS) infrastructure across the company's network of SPAR stores in the North of England. The company partnered with KOEL Retail Technologies UK&I to deliver a robust solution using Toshiba hardware.

The Challenge

James Hall & Co. Ltd's POS systems were reaching the end of their lifecycle, with old technology that was becoming slow and unreliable. The company aimed to invest in a reliable, modern solution to improve till transaction performance that would be welcomed by its retail teams and SPAR independent retailers while delivering a quicker till point experience for customers.

Delivering a Tailored Solution

KOEL Retail Technologies proposed a Toshiba-based POS solution that aligned with James Hall & Co. Ltd's goals. As part of the evaluation process, James Hall & Co. Ltd included input from SPAR customers, its company stores division, independent SPAR retailers, and the broader SPAR community to ensure that the solution was rigorously tested to meet the needs of all stakeholders. This inclusive approach ultimately led to the selection of Toshiba hardware.

After installing and testing the pilot sites, KOEL commenced ordering and shipping hardware to about 320 stores in managed phases, with James Hall & Co. Ltd's engineers performing the installation work efficiently and smoothly to streamline the process. KOEL's team spent a significant amount of time onsite to ensure that concepts were delivered as planned.



We understood the timelines and ensured that everything ran smoothly, from approvals to installation. It's rewarding to see James Hall & Co. Ltd reaping the benefits of this roll-out. Our hands-on approach made all the difference."

Jamie Shipstone - Director of Channel Development
KOEL Retail Technologies UK&I

KOEL

JAMES HALL & Co. LTD
— ESTD · 1863 —



The Benefits of Toshiba TCx® 810

The use of approximately 900 Toshiba TCx 810 POS Systems with a 15.6" touch screen and 10.1" customer-facing touch display brought significant improvements to James Hall & Co. Ltd's retail operations:

- > **Enhanced speed and reliability:** The TCx 810 is designed to handle high transaction volumes, ensuring better staff and customer experience with smoother operations and efficient checkout times.
- > **Futureproofing in-store technology:** Equipped with advanced processing power and robust hardware, the TCx 810 ensures compatibility with upcoming software updates and new features, protecting investment for years to come.
- > **Durability in demanding environments:** Built to withstand the rigours of retail, the Toshiba terminals offer reliable performance even in high-demand settings, reducing the need for maintenance and minimising disruptions.
- > **Compact retail design:** The design is sleek yet functional ensuring the TCx 810 fits seamlessly into existing hardware space at till points.



The new Toshiba terminals have been transformational for transaction processes, and the advancements have had superb feedback from independent SPAR retailers and our company-owned store retail teams. The equipment gives us a platform to build on as retail technology continues to develop, and more immediately, the reliable performance also means a more efficient till experience for our customers. KOEL's unwavering support throughout this project has been invaluable, even extending to the sourcing of scanners, printers, and other kit to ensure the project went like clockwork. We look forward to continuing our partnership to drive further innovation."

Sai Kuruganty - Head of Business Transformation
James Hall & Co. Ltd

A Partnership for the Future

This roll-out has had a positive impact, ensuring James Hall & Co. Ltd's technology infrastructure is prepared for future growth. The project's success is a testament to the collaborative partnership between KOEL and James Hall & Co. Ltd. By aligning on shared goals, they delivered a solution that exceeded expectations and laid the groundwork for further technological advancements.



Our partnership with James Hall & Co. Ltd has been a perfect example of collaboration and trust. By leveraging Toshiba's cutting-edge technology, we've been able to enhance operational efficiency and improve the customer journey. We're excited to expand this partnership into new areas, working on future developments to bring even more innovative solutions to life."

Karan Sofat - Managing Director
KOEL Retail Technologies UK&I

About James Hall & Co. Ltd

James Hall & Co. Ltd was founded in 1863. It is a fifth-generation, family business that is based in Preston, Lancashire. One of Lancashire's largest private employers, the company operates as SPAR UK's primary retailer, wholesaler, and distributor for the North of England. It serves a network of independent SPAR retailers and company-owned SPAR stores six days a week.

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