

# GXO

## CASE STUDY



“

Working with VMC has been amazing, from the site engineers offering flexible and helpful support right through to the helpdesk, sales and project managers. The whole VMC team deliver on their promises.

”

**Kevin Deakin, Catering Operations Manager**

# GXO

## A CASHLESS CATERING UPGRADE FOR BUSY DISTRIBUTION CENTRES.

GXO are a leading logistics partner to many large scale distribution centres across the UK. One of their service offerings is providing in-house catering for their clients, and this project involved upgrading an existing VMC payment system for their client Waitrose that spanned across 4 sites and serves 2500 staff.

### THE CHALLENGE

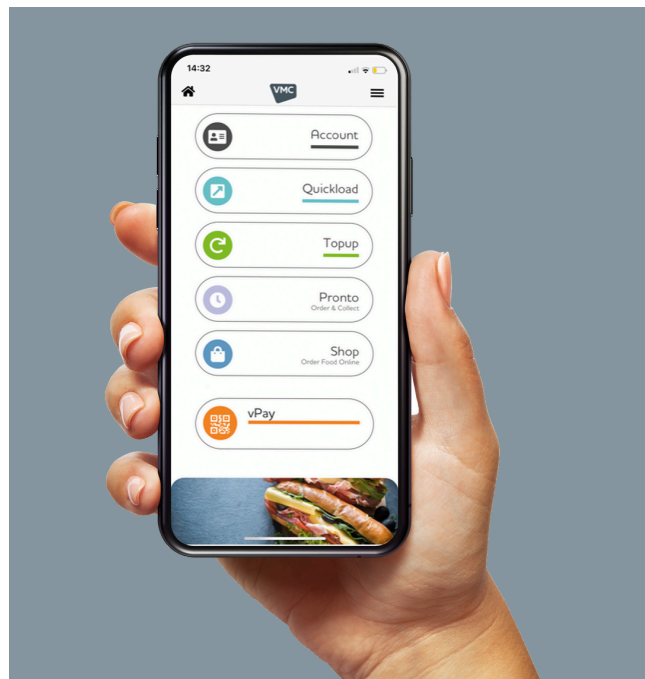
The top priorities were to make the whole catering service fully cashless and to provide more in-depth tracking and reporting within a single back office reporting system. The solution needed to be easy for staff to use and robust enough for the warehouse environment. It also needed to speed up catering and shop service and manage multiple tariffs and subsidies for the client.

### THE VMC SOLUTION

The existing Metro system was upgraded to VMC Flex, moving all on-site shop, catering and vending services to cashless and the VMC App was added to the system enabling users to access and manage their accounts online at any time. On request, we also made it possible for the client to maintain their original Metro cards for site and locker access control.

The new system was fully bespoke to match the client's needs, which included managing free food and drink subsidies across any specified time period. Transaction times were now 4 times faster than before enabling a speedier service at busy breaktimes, and the ability to handle many tariffs across multiple points of sale automatically has simplified the operation for the client.

Waitrose were very happy with the upgrade to Flex and have since incorporated the same system into their retail stores. VMC have continued to work with GXO at other client sites, most recently providing tills, contactless payment readers and chip and pin machines for 5 Iceland distribution centres.



### SOLUTION OVERVIEW

- Multi-site system upgrade
- Improved back office reporting
- 4 x faster transaction speeds
- Bespoke card and till programming
- Integration of a mobile app for staff

### CLIENT FEEDBACK

“The ongoing support and ability to adapt to new projects across the Waitrose and Iceland contracts has been invaluable and supported the decision to work with VMC again on this upgrade.”

**Kevin Deakin,**  
Catering Operations Manager

