

Ergonomic, User-Friendly Datalogic's PDAs Memor™ 10, in addition to Magellan™ 9300i, and QD2430 Scanners, Enable Accurate Inventory at El Mandado Supermarket

El Mandado Supermarket uses the Memor™ 10 PDA device to ensure inventory is always accurate and updated to meet increasing consumer demands.

Though the pandemic has brought new challenges to grocery stores due to heightened demand for essential items and supply chain slow-downs, some grocery retailers have seized the opportunity to serve consumers with more convenient ways of shopping while also streamlining their operations.

With more customers ordering groceries online, grocers had to manage stock heading for the shelves while simultaneously moving stock to fulfillment areas where employees packed orders for these new omnichannel grocery shoppers.

Supply chain, process, and consumer behavior changes added up to the need for more efficient grocery store operations. Real-time inventory data was - and still is - vital for grocers to meet immediate demands and trigger alerts that it's time to order, so new stock can arrive in time to avoid shortages in the future. Furthermore, consumers still demand the best possible customer experiences at the check-out in-store.

Grocers that were ready to upgrade their technology found the shift from in-store to online shopping simpler than you might expect.



Objective

Increase receiving and inventory management accuracy and efficiency to improve operations at an established grocery store in North Carolina.

Approach

- Deployment of POS software capable of keeping up with data throughput and adoption of Memor™ PDA devices running Android™ that give employees access to the system as they perform inventory management tasks throughout the store.
- Upgrade check-out with state-of-the-art scanner/scales and barcode scanners

Technical Requirements

- Intuitive Android™ solution on a rugged PDA
- Fast and reliable 2D scanners
- Comprehensive warranty package



How one supermarket increased efficiency

El Mandado Supermarket in Raleigh, established in 1998, is the oldest Hispanic grocery store in the Triangle area of North Carolina, United States of America. The supermarket expanded to a new location in 2020, focusing on leveraging technology to increase efficiency, inventory, and accuracy, and to improve customer experiences.

There was a need for a seamless user experience in the grocery business' operations. For example, the process in place required employees to enter each item during receiving based on the items in the box, which created the opportunity for errors. El Mandado also encountered issues with data throughput with its Point of Sale (POS) system and with service and support from its vendor.

El Mandado chose hardware from Datalogic to enable its employees to use its Postec system efficiently, whether on the go with inventory management tasks or at the check-out.

The first action was to deploy Datalogic Memor™ 10 PDAs to the operation, enabling barcode scanning for data collection, and they withstand harsh commercial environments while giving employees the comfort of using an ergonomic device. El Mandado chose the PDAs based on their superior Android™ screen technology, browser integration capability, and an easy-to-use remote support tool, and became one of the first grocers in North America to adopt this new product model in their operations.

The grocer also transitioned to the Postec POS system deployed on Datalogic Magellan™ 9300i fixed scanner and scales, which provided the features, speed, and throughput it requires. There were observed productivity gains from the quick barcode scanning at the check-out without specific need on orientation by the cashier and from the accurate pricing for foods sold by weight. And the grocer completed its IT solution with Datalogic QD2430 handheld scanners for barcode scanning at the Point of Sale.

Efficiency thanks to the right technology

With its new grocery store solution, El Mandado streamlined its operations. Now employees receiving inventory work more accurately and efficiently. According to the store's Vice President, Karla Brantner, "Inventory data is now much easier to update with handhelds that can be used in the aisles."

Results

- Increase in efficiency as employees can use PDA devices in the aisles to manage inventory
- Increased accuracy with barcode scanning rather than keying information
- Enhanced efficiency at the check-out with integrated scale and fixed and handheld barcode scanning

The Solution

- Memor™ 10, rugged Android™ full-touch PDAs
- Magellan™ 9300i fixed scanner/scales for quick barcode scanning at the check-out
- Datalogic QD2430 handheld scanners for barcode scanning at the Point of Sale
- LOC's Store Management Suite (SMS) software from Postec, providing a unified single SQL database platform to leverage receiving, pricing, inventory, POS and kitchen printing in the taqueria, integration to scales in the meat, seafood, produce, and panadería, as well as integration to Open Eye's Saleguard for cashiers and storewide surveillance

The Partner

Postec is a grocery solutions service provider acquired in 2021, by Shift4, a premier payment solutions company.

