

KFP Executes Massive 2,200+ POS Multi-Regional Rollout for Holland & Barrett in 12 Weeks



Holland & Barrett

**Holland & Barrett
case study**



**HP Engage One POS
1,000+ store rollout**

Case Study

Background

Holland & Barrett is one of the world's leading health and wellness retailers, supplying its customers with a wide range of vitamins, minerals, health supplements, specialist foods and natural beauty products.

Holland & Barrett is a familiar sight in almost every major city and town across the UK and is becoming increasingly more visible further afield, in markets as diverse as the Netherlands and Malta to the UAE, China and India.



The Challenge

Holland & Barrett needed to refresh their entire POS system infrastructure throughout the UK and Benelux regions. For retailers like Holland & Barrett, having up-to-date POS systems is crucial for providing a great customer experience, boosting employee efficiency, and taking advantage of the latest technological capabilities.

The Solution

Holland & Barrett turned to the retail technology experts at KFP Total IT Solutions to manage the complex logistical challenge. KFP's dedicated team took on all aspects of the deployment project including:

- Procuring 1,714 new HP Engage One POS units and peripherals for the UK and Ireland estate
- Managing staging, configuration, shipping and installations across 780 store locations
- Completing the UK and Ireland POS system rollout in just 8 weeks
- Immediately repeating the same feat by installing 524 more POS systems across 229 stores in the Benelux region in only 4 weeks



Case Study



The results

Through careful planning, seamless execution across multiple regions, and a tireless team effort, KFP enabled Holland & Barrett to successfully upgrade 2,238 outdated POS systems ahead of schedule. The new systems provided improved in-store customer experience and metrics, clear advertising and interactive capabilities enhancing the customer journey and more reliable hardware boosting employee confidence

Why KFP?

Holland & Barrett chose KFP for their experience and expertise in evaluating IT Retail issues together with the proven ability to provide quality installation services both within the required timeframes and budget.

In addition, Holland & Barrett chose KFP for their ability to meet tight deadlines, provide quality installation services and for the high standards of expertise and qualifications. To date, KFP are proud to be SafeContractor approved, PCI Compliant, ISO 9001 and ISO 27001 registered.



Customer quote

"Our refreshed hardware is more reliable and inspiring improvements in colleague confidence. And our till rollout received the most positive feedback of many recent improvements in the business."

- Holland & Barrett Retail Operations

Accreditations



Case Study



Locations

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