Harvey Nichols
Point-of-Sale Solution for Retail Stores

Since Harvey Nichols first opened in Knightsbridge in 1831, it has led the way in sourcing the most desirable and cutting-edge designer brands. Recognised as the UK's premier luxury fashion retailer, Harvey Nichols is internationally renowned for its expertly edited fashion and beauty merchandise, premium food and wine offer and award-winning restaurants.

Harvey Nichols stores offer the ultimate fashion experience. Seen as 'the place to be', Harvey Nichols is the club that doesn't require a membership. Exclusive, niche and established labels sit alongside accessible everyday collections, offering customers the must-have edit for all their wardrobe needs – from everyday to extraordinary.

Industry
Retail

unitech Product
PS800 2D High performance
on-counter imager

Challenge

Unitech visited Harvey Nichols in December 2016. At this visit, we came to the conclusion, Harvey Nichols had an issue with the current scanning operation at the till. They were using a tablet with a wireless scanner. The tablet at the till was not stable enough with its system and wireless communication. It created an issue with Bluetooth connectivity between the scanner and the tablet. The design of the till also made the power charging system fail. The use of a pin-pad met increased frequency loss of Bluetooth pairing also.

This left a lot of frustration for the staff; as they were struggling to serve customers properly. Harvey Nichols has loyal customers who expect impeccable customer service at all times, and this was beginning to be compromised.

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Solution

Untiech visited the flagship store in Knightsbridge and decided to help Harvey Nichols bring the system back to a successful level by aiming to stabilize the till system. Thus attaining the required levels of service for Harvey Nichols. Unitech did this by putting desktop charging cradles at all tills and replacing some of the batteries to stabilize the power issue. This solution greatly stabilized the system; as all other avenues to resolve the issue had failed.

We spoke to staff and were told the issue was solved very quickly. Harvey Nichols were very impressed with our speed of rollout of the solution. Unitech has spared no time to move onto the 2nd stage, to bring the system to an impressive level.

Harvey Nichols mentioned that with Unitech, there is "Always a commitment to make it work "

In order to have the best scanning performance possible, Unitech listened and observed the way the staff used the system by putting various scanners in to get the user's feedback. The final choice was the PS800 scanner. The team at Unitech were relieved to hear from the staff at Harvey Nichols that "They can scan well again". There was an overwhelming feeling from the staff that they had "Confidence and Trust in the hardware ".

PS800 2D on-counter imager

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