

Delivering major rollouts and IMACs (Install Move Add or Change) works across UK and Europe is the core service of our Project, Infrastructure and Deployment Services (PIDS) Division.

## THE REQUIREMENT

The Co-operative Group (TCG) - the world's largest mutual retailer, with some 5.5 million members - acquired Somerfield in July 2008, for £1.6bn. Formed over a 140 year period, with a strong ethical perspective, TCG has over 123,000 employees across the widest geographic spread of any UK retailer. The overall offer to consumers encompasses a family of businesses, including Food, Travel, Financial Services, Healthcare, Funeral Care, Legal Services, Motors and Online Electricals, the vast majority of which operate on TCG's own solution platform - "In Control".



The integration of Somerfield's 900-strong stores into the TCG estate increased an already significantly sized food offering by a further 30%, and offered the opportunity for millions of additional consumers to access its ethically sourced, well priced products.

The **co-operative**  
food

Barron McCann and its highly experienced Change Management team included Project Managers, Technical Consultants and Retail Service Engineers all playing a fundamental role in the overall integration programme. The team's knowledge developed throughout a long and mutually beneficial working partnership that included the conversion and integration of the Alldays, Balfours, United & Lothian, and Borders Co-operatives. In addition Barron McCann was responsible for delivering the "In Control" platform into a number of independent Co-operatives including Plymouth South West and the Radstock groups.

This in-depth understanding of the hardware and software platform, coupled with a mature appreciation of TCG's business ensured a seamless transition of systems and IT infrastructure for the retail giant, thereby maximising both consumer goodwill and revenues for the newly transitioned stores.

**BARRON MCCANN LTD**  
METEOR CENTRE  
MANSFIELD ROAD  
DERBY  
DE21 4SY  
UNITED KINGDOM

Telephone:  
+44 (0) 1332 866 500  
Email:  
[enquiries@barronmccann.com](mailto:enquiries@barronmccann.com)  
www:  
[barronmccann.com](http://barronmccann.com)



## THE ROLLOUT

Barron McCann's Customer Installation Services Division was created over 20 years ago and has established the benchmark for service excellence in this sector. Highly experienced and specifically designed to focus on the retail sector, the company has an enviable record of success, with an impressive pedigree, performing a range of IT services for leading Retailers who demand competitively priced services delivered by dependable, reliable professionals.

In the preceding six years Barron McCann installed TCG's strategic "In Control" stores system into more than 4,000 stores and across a till base of over 12,000 lanes - utilising an ever-evolving array of hardware from IBM and other partners. Therefore Barron McCann was able to offer vast technical and operational experience, continuity of service and an unparalleled understanding of the operation of the TCG business - crucial to a project of such large scale.

Commencing on April 19 2009, the scope of the project required that the technical infrastructure and systems of each Somerfield store were replaced with the "In Control" solution. As such Barron McCann designed and implemented new data and wireless networks for each store, performed shop fitting activities, and installed new POS and back-office systems.

The equipment was warehoused, built, configured and tested at Barron McCanns 100,000 sq ft commissioning facility, prior to being installed across the TCG estate. The hardware inventory included IBM POS hardware, kiosks and self-checkouts, Avery scales, Datalogic hand-held devices and wireless infrastructure from Motorola. Barron McCann configured tens of thousands of pieces of IT equipment as part of this project and achieved a 100% conversion record - ensuring that every store opened on time and trading on the new solution.

All activities were meticulously planned by a dedicated Prince2 Project Team providing TCG and the engineering teams with technical and operational support ,in and out of hours, along with real-time reporting for all elements of the defined scope.

Attention to detail and a professional work ethic ensured that Barron McCann overcame all challenges identified by the project - particularly relevant for a customer with the UK's largest geographic spread and working through the worst winter in 30 years. Every single store opened on the date required, with a senior engineer present onsite to support staff and customers alike.



With more than 30 years' experience, Barron McCann are trusted by some of the biggest names in retail. With some 55,000 tills and back-offices under contract, we support equipment from all major hardware manufacturers.

## THE RESULT

The integration of the Somerfield estate into TCG allowed the Co-Operative Food brand to enter the premier league of food retailing, with 3,000 stores covering every postcode in the UK, whilst a 60% increase in the number of available tills provides TCG customers with enhanced customer service in modern, friendly food stores, conveniently situated to their homes.



“ This is a fantastic achievement by people from all areas of our Food business and partners alike. To have all our stores operating on a single set of processes and systems provides enormous benefits in operational efficiencies and cost saving synergies. The completion of the Integration of the Somerfield business within the timescales set was contingent of the success of this project and I'd like to thank Barron McCann for its commitment and hard work. Barron McCann has played a major role in helping us get there.”

GARY WARDLEY  
Solutions & Services Manager of TCG

**BARRON MCCANN LTD**  
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DERBY  
DE21 4SY  
UNITED KINGDOM

Telephone:  
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www.  
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