

CASE STUDY



“ We’re always looking for ways to improve the colleague experience, and the new cashless payment system offers more choice, as well as providing us with enhanced reporting. ”

Carl Mairs, Warehouse Manager, ALDI Neston

ALDI

IMPROVING THE COLLEAGUE EXPERIENCE WITH CONTACTLESS VENDING

Aldi are one of the UK's largest grocery retailers, winning countless awards for offering the best quality at amazing prices. Behind the scenes their warehouse network forms a critical part of their operation, and colleagues here are provided with food and drink via vending machines to maintain a 24/7 service.

THE CHALLENGE

Aldi wanted to upgrade their existing vending machines with a cashless payment solution at their warehouse site in Neston. They wanted to provide more payment choices for the more than 500 colleagues working there and reduce the amount of cash being used on site.

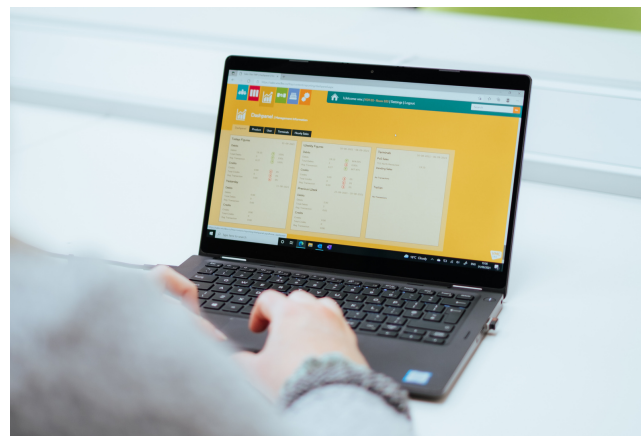
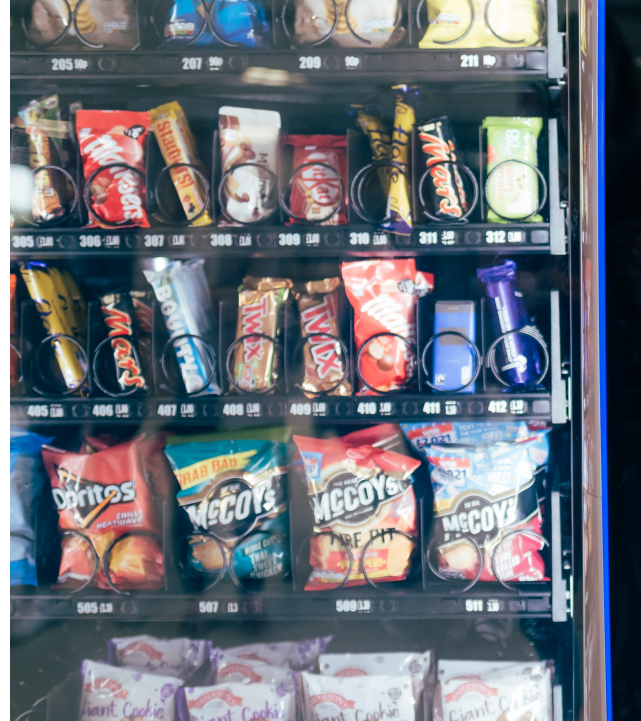
The new solution also needed to integrate with their Paxton access control cards so that staff could use the same card for entry to the building and for vending.

THE VMC SOLUTION

A bespoke integration was developed between the Paxton card reader and the vending controller, supported by our Flex cashless technology. Incorporating the access control element into the payment system removed additional equipment and reduced cost and complexity for the client.

The final solution is one card that enables staff access to the building and use of all the vending machines. Cards can be topped up at a loader using contactless credit/debit card, Apple/Google Pay or cash (notes only), giving Aldi colleagues more choice and flexibility.

Less overall use of cash on site has reduced the risk of loss and the processing workload for accounts. The new back-office system also provides improved data and reporting, enabling them to monitor and manage waste from the machines more closely. The new system has been in place for several months now with no issues and great feedback from all users.



NEW SYSTEM BENEFITS

- More payment choices
- Bespoke access control integration
- Better data & reporting
- Reduced cash on site
- Wastage card function

CLIENT FEEDBACK

"We chose VMC after great feedback from other system users and working with them has been a really positive experience, with each stage of the process managed professionally and the project completed to our agreed timeframe."

**Carl Mairs, Warehouse Manager,
ALDI Neston**

