



Customer Experience Improvements in a Major Convenience Retailer



THE CUSTOMER

One of the largest national convenience retailers was looking to streamline the process of how to service customers in their pharmacies more efficiently.



THE CHALLENGE

The convenience retail chain had been serving customers in their pharmacies as they walked in and got in a physical line. They were looking to improve this experience for customers to increase customer satisfaction and drive repeat usage. Additionally, they were looking to improve the employee experience, allowing employees to know who is in que and what they are there for to reduce service times at the desk.

25%

25% improvement in-store wait times



THE SOLUTION

Check-in kiosks were installed in the front of the store, allowing customers to identify themselves and self check-in for their pharmacy pick-up, before they got into the actual pharmacy line. Pharmacy associates in the back are notified upon check-in and can begin prepping the customer's order. The customer is then free to browse the store while waiting, receiving a text message when it is their turn.



THE RESULTS

In-store wait times were reduced by over a 25 percent. Team member engagement increased with better control of the operations. Employees are very happy with the new solution.

Nextuple was chosen because of our deep domain knowledge in building store fulfillment applications. The convenience retailer was looking to move very quickly and Nextuple was able to complete the project in 3 months. Nextuple delivered ahead of schedule and provided extensive user support, including training, UAT, and facilitation, to ensure a smooth transition.



Fulfillment: Modernize Store Operations with our Microservices

We offer composable fulfillment microservices that can work independently or together to provide you with the features and flexibility you need: digital order queue, picking, staging operations, packing/shipping, and dispense. These services enable you to efficiently scale store fulfillment operations and meet customer expectations across all fulfillment types.

[LEARN MORE ABOUT FULFILLMENT](#)



We'd Love to Talk to You

You feel the need for speed, but you don't want to bleed for it. We hear you.

Come talk to us about a different approach to OMNI channel promising.

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