



LUND FOOD HOLDINGS, INC.



# Lund Food Holdings, Inc. An NCR Success Story

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## The Customer

Lund Food Holdings, Inc. (LFHI) operates 20 upscale grocery markets in the Twin Cities area of Minnesota – eight under the Lunds banner and 12 under the Byerly’s banner. Together, these two chains set the standard for providing excellent customer service and unique product offerings. LFHI specializes in high-quality gourmet foods, as well as a comprehensive line of organic foods and natural products. LFHI locations offer artisan breads, bakeries, wine stores, florists, catering services, housewares, cooking demonstrations, and community meeting rooms. In addition, LFHI is adding pharmacies to all of its stores through a partnership with PrairieStone Pharmacy.

## The Challenge

In 2000, LFHI began searching for a next-generation point-of-sale (POS) solution. Planning to build two new stores, LFHI required a POS solution with greater capabilities and better support of newer technologies. Additionally, it required a system that was open, flexible, and provided easy access to store data.

## The Solution

After conducting an extensive evaluation, LFHI selected NCR Advanced Checkout Solution (ACS) and installed it in the two new stores. ACS is an ideal solution for the high-volume checkout environments at Lunds and Byerly’s. “We really liked ACS because of the openness and flexibility it offered,” said Debbie Briggs, I.S. Business Systems Manager at LFHI.

In addition, ACS offers maximum investment protection and integrates easily with other store applications. In 2003, LFHI was considering deploying the ACS solution to its remaining stores and decided to conduct a second evaluation of the product. “We were very comfortable with ACS because we had gained a couple of years’ experience with the product,” said Kevin Baartman, LFHI’s Vice President of Information Technology. “But, we wanted to

## **Lund Food Holdings, Inc.**

### **INDUSTRY/MARKET**

Grocery Store

### **NCR SOLUTION**

- Advanced Checkout Solution (ACS) with NCR DynaKey

### **CHALLENGE**

To equip new stores with an open, flexible POS solution that offered greater functionality, better support of newer technologies and easy access to store data.

### **SOLUTION**

NCR ACS proved to be the ideal solution for the high-volume checkout environments at Lunds and Byerly's. Beyond openness and flexibility, the ACS solution integrated easily with other store applications.

### **RESULT**

- Improved labor productivity
- Increased customer satisfaction
- Ability to quickly adapt to changing business requirements
- Increased productivity and reduced training time for cashiers

revalidate the solution before deploying it more widely across the enterprise," he added.

ACS was compared to a competing solution and once again, ACS prevailed. "We are extremely satisfied with ACS. The results of our revalidation efforts confirm the fact that we selected the best solution from the beginning," said Baartman.

### **Solution Benefits**

Today, ACS is installed in 10 LFHI stores – the eight Lunds stores and two Byerly's stores – and LFHI has tailored the solution to meet its specific needs. ACS' rich feature set and numerous customization options allow the grocery retailer to improve labor productivity, increase customer satisfaction, and quickly adapt to changing business requirements.

In addition, the software solution offers several unique and highly differentiated features. For instance, the Advanced Store User Interface (ASUI) used on NCR DynaKey™ increases productivity and reduces training on the ACS software application, compared to traditional POS solutions.

"ACS has equipped us with the flexible business processes and powerful POS functionality we need to meet key business objectives," says Baartman. Also, ACS' open platform has allowed LFHI to integrate several existing store applications, like pricing and front-end evaluation, with its POS system. "We're completely sold on the merits of the ACS solution and are now well positioned to take advantage of key features like Consumer Marketing and WebCID," a Web-enabled consumer information display, he adds.

For more information, visit [www.ncr.com](http://www.ncr.com), call 866.431.7879, or email [retail.contactus@ncr.com](mailto:retail.contactus@ncr.com).

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