

CASE STUDY



ProGlove ensures more efficient processes, fewer errors, and satisfied employees

INDUSTRY

Retail

PROGLOVE SOLUTION

Wearable Scanner MARK Basic Including Integration into Coop WMS

APPLICATION AREAS

Logistics: goods receiving and picking

NUMBERS

PROGLOVE customer since  
**2020**

**27** Warehouses  
(main application: national distribution center in Wangen)

PROGLOVE devices in use: approx.  
**160**

Incoming goods:  
**3000** pallets/day (in Wangen)

RESULTS

- Satisfied employees
- More efficient processes
- Higher pick rate
- Lower error rate

# About Coop

The Coop Group is one of the largest retail and wholesale companies in Switzerland. With over 95,000 employees, the group generated total sales of CHF 31.9 billion in 2021.

The Group is divided into two major divisions: Retail and Wholesale/Production. In Retail, the company operates exclusively in Switzerland and maintains 2,617 points of sale:

supermarkets, specialty formats, and online stores. Merchandise logistics for the 955 Coop supermarkets is handled by 27 distribution centers and warehouses throughout Switzerland. ProGlove scanners are used in these centers – with the national distribution center in Wangen leading the way.

## Summary

In the face of escalating demand, and the need to manage cost, The Coop Group decided to try ProGlove's ergonomic, lightweight, hands-free barcode scanners to increase productivity. In 2020 they began with 60 devices, used in both Shipping and Receiving departments at their primary distribution center in Wangen, Switzerland. Training and initial use elicited enthusiastic feedback from employees. The data from the scanners was easily integrated with their WMS and used to create a more efficient scanning process. The speed, along with the low error rate interested other distribution centers under the Coop umbrella.

## Challenge at Coop

Previously, Coop's national distribution center in Wangen relied on wired scanners that were permanently installed on a moveable caddy. Scanning was accomplished by the caddy sliding awkwardly in front of the pallets to capture the codes. At times, individual items from the pallets could only be scanned by employees removing the appropriate item from the pallet and carrying it back to the caddy. This process was impractical, inefficient, and increased the physical demands of the job.

**PETER RUDOLF VON ROHR,**  
Information Systems Specialist  
Intralogistics, Coop

"ProGlove places a great deal of emphasis on ergonomics and the satisfaction of the warehouse workers. That's what initially interested us – the flexibility and mobility of the scanning devices. We were hoping ProGlove would bring worker satisfaction and warehouse productivity to Wengen. The feedback from employees has been consistently positive. We've saved time and increased accuracy in scanning and picking. In addition, the integration of the scanners with our WMS works excellently."

# Ergonomics drive satisfaction and productivity

Word of the impressive advances achieved by the Wengen facility spread to the other companies in the Coop Group. Warehouses and distribution centers in Interdiscount, an electronic retail chain, and Coop Supermarkets were immediately eager to test the devices, seeing it as a way to simplify and optimize processes on the shopfloor and gain accuracy in inventory management.

“The fact that the employees can bring the scanning to the pallets, and are free of the caddy is a huge advantage.”

**PETER RUDOLF VON ROHR,**

Information Systems Specialist Intralogistics, Coop

The ProGlove devices were initially ordered for the central warehouse in Wangen. The immediate effect was game-changing. Workers were mobile and equipped with lightweight, ergonomic scanners. They no longer had to try to maneuver the caddy to each pallet, and unload items it could not scan. They immediately had the ability to scan with a full range of motion, and an uninterrupted workflow. All the data from the scanners is transmitted to the WMS in real time.

## Improved customer satisfaction

Customer satisfaction is key to the success of all Coop entities and the addition of ProGlove wireless, hands-free scanners uncovered increased the rate of shipping on-time and in-full (OTIF). With ProGlove, on-floor workers can scan items while they are on the shelf, take a quick look at the screen to make sure everything has been captured correctly, and then continue on. Faster scanning and increased accuracy improve customer satisfaction.

## Easy integration with the warehouse management system

Critical to the decision to adopt ProGlove scanners and technology was the promise that ProGlove would easily integrate with the WAMAS® warehouse management systems (WMS) used in Wangen and throughout all their warehouse and distribution centers. With the help of the ProGlove team, the scanner solutions were quickly connected to the WMS, enabling a direct and flawless transfer of data.

### The Future

In addition to Coop's grocery business, the main user of the scanners within the Coop Group, Interdiscount and the DIY chain Jumbo ProGlove also use devices, a total of 150 units. Due to the very positive experiences in supermarket goods logistics with ProGlove, the Coop Group will continue to rely on the flexible, wireless barcode scanner.

