X HOPPERS CUSTOMER STORY

Heron Foods: consistency and confidence



How a UK value grocer with over 300 stores connected head office, field managers and every shop floor colleague.

SECTOR
Value grocery retail

SIZE
300+ stores, 3,800+ employees

LOCATION
United Kingdom

THE CHALLENGE

A mix of Microsoft Teams, email and closed headset systems created silos. Regional managers struggled to reach store staff directly, head office couldn't share urgent updates such as product recalls quickly, and mandatory tasks like freezer temperature checks and health and safety walks needed reliable reminders.

THE SOLUTION

- ✓ Hands free DECT headsets for all store colleagues
- ✓ A mobile app for area, regional and field based managers
- ✓ Smart notifications and automated reminders for mandatory tasks
- ✓ Integration with a lone worker safety app, giving an emergency lifeline in every headset
- ✓ Rollout handed over to the in house IT team as part of the standard store fit

THE RESULTS

- ✓ Managers and support teams can message any shop floor colleague directly
- ✓ Automated reminders improve completion of freezer checks and safety walks
- ✓ Colleagues feel safer and more supported on shift
- ✓ Next step: an AI assistant trained on store procedures for on demand answers

> **"The headsets extend functionality beyond our previous solution."**
>
> Jon Newson, Head of IT, Heron Foods

Customer story courtesy of X Hoppers. Kee Business Services supplies and supports X Hoppers for UK businesses.

Let's have a proper chat

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