

Case Study: Access Manager

Coppel, SA de CV: Coppel, SA de CV is a Mexican retailer founded in 1941. It is a chain of department stores with more than 100,000 employees and 1000 points of sale distributed around Mexico, Brazil and Argentina.

Improved efficiency, lower theft and increased sales.



Access Manager software, mPOS stations, Smart Locks, and OneKEYs were implemented across 214 Coppel locations during late 2017 and at the start of 2018. Recently, Manuel Trejo Cortes, Project Manager, sat down for a discussion on the implementation and the value that Access Manager is providing to Coppel stores.

Q: WHAT ARE THE BIGGEST CHALLENGES AND GOALS FOR COPPEL STORES?

A: Our overall vision is to create an open exhibition for products while keeping them secure. We were having challenges with slow service times and customers waiting in long lines. We were also seeing issues with theft of jewelry and cell phone products.

Another problem area was the clothing department. To properly help customers, associates would have to leave their section of the store unattended. This led to associates being very nervous about potential theft in their designated areas of responsibility.

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“Analysis of the data collected by the OneKEYs gives us visibility to what is happening in store and what associates are doing. It’s led to improved efficiency, lower theft and increased sales.”

— Manuel Trejo Cortes, Project Manager, Coppel, SA de CV

Q: SINCE THE INSTALLATION, WHAT HAS BEEN THE IMPACT ON CUSTOMER EXPERIENCE?

A: Our associates can now freely walk throughout the store with customers and help them locate the right products. Previously, they had to hand a customer off to a different associate or spend time looking for the proper key. With Access Manager and OneKEY, we are now able to offer more personalized service.

Q: SINCE THE INSTALLATION, HAS THERE BEEN DECREASED THEFT?

A: Since the installation of Access Manager, we have seen no internal theft of our jewelry or cell phone

products. The mPOS stations hold a small amount of cash, but now that we are using OneKEYs and Access Manager to control access, there has not been any lost cash from the stations. Associates now feel safe leaving cash in the drawers.

At Coppel, we are also taking advantage of the “sounder” functionality in Access Manager. This means that while one lock is open, someone cannot use the same key to open another lock. This provides an additional layer of security and peace of mind for our cash drawers.

Q: WHAT HAS BEEN THE IMPACT ON ASSOCIATE EFFICIENCY?

A: Access Manager has increased our associates’ confidence, which has created an increased willingness to serve customers. Having the ability to open any lock in the store has really empowered associates. Analysis of the data collected by the keys gives myself and Coppel management the visibility into what is happening in the store and what associates are doing, it’s been a win win for all.

Access ManagerSM

Highly configurable, cloud-based solution that allows access to data anytime.

- › Create permissions for store employees to access the entire store, specific departments or even particular displays.
- › Empowers employees to better serve their customers with single key access, reducing customer wait times in receiving merchandise locked away
- › Profitable store management – when internal theft decreases, and store sales increase, profits rise.

