

Case Study Cash Drawer Repair

The Fujitsu Repair Centre

»Our years of electro-mechanical repair experience with BT payphones has allowed us branch into cash drawer repairs in recent years. Our ability to develop repair processes with the specific aim of reducing costs and optimising product lifecycles has resulted in us becoming one of the largest cash drawer repairers in the UK.«
Fearghal Cahalane, Head of the Fujitsu Repair Centre



The Customer

Fujitsu undertake cash drawer repairs for both Tesco and Marks & Spencer, as part of a UK support contract.

Tesco is one of the world's largest retailers with operations in 14 countries, employing over 492,000 people and serving millions of customers every week. One pound in every seven that is spent in British shops goes through its tills including one pound in every three in British Supermarkets.

Marks & Spencer are one of the UK's leading retailers, with over 21 million people visiting their stores each week, with a UK turnover of £8.7 billion evenly split between general merchandise (clothing & home) and food. They employ over 75,000 people in the UK and abroad, and have over 600 UK stores, plus an expanding international business.

The Customer

- Tesco is a global company, employing 492,000 people and with a turnover of £67.6bn
- Marks & Spencer (M&S) is a global company, employing 78,000 and with a turnover of £9.7bn

The Challenge

Provide an Electronic Point of Sale (EPoS) cash drawer repair service all year round, including through peak trading periods

The Solution

Delivery of an efficient and effective cash drawer repair service

The Benefit

- Quality repair service, including competitive pricing and exceptional turnaround times
- Original Equipment Manufacturers (OEMs) parts used on repairs where available
- A maintained service through peak trading
- Product lifecycle maximised

The Challenge

Current customer requirements involve the electro-mechanical repair and cosmetic refurbishment of faulty cash drawers from stores across the UK. Cause of failure could be due to a variety of reasons such as wear and tear, mishandling, spillages, and attempted break-ins.

During the months of November through to January, the retail sector operates a peak trading period where faulty volumes increase during the busy Christmas and sale shopping periods. This results in the number of repairs doubling and the introduction of tighter Service Level Agreements (SLAs) for repair turnaround during this time.

The Solution

As soon as a faulty cash drawer is identified, one of Fujitsu's technical courier partners will be despatched to the store to swap out the faulty unit with a working replacement. The faulty unit is then routed to the Fujitsu Repair Centre.

On receipt, the unit is inspected and the findings recorded on Fujitsu's Service and Repair System database. Units then enter the repair cell where faults are diagnosed and electro-mechanical repairs are carried out by specially trained repair operatives. In general, most faults can be traced to hinge and locking mechanisms, interface to the cash register, casings and lid damage.

The Fujitsu Repair Centre sources and uses genuine OEM parts, where available, for all repairs to ensure optimum repair reliability. Where original parts are not available, best efforts are made to re-use working parts from Beyond Economic Repair (BER) cash drawers. Additionally, Fujitsu has considerable procurement expertise which is used to great effect in sourcing best prices and services from all suppliers.

All repaired units are tested vigorously on all aspects of their functionality. The testing process has been developed to replicate as best as possible a store environment. Cash drawers are weighted during testing to simulate a full set of coins and notes. Additionally, the cash register interfaces are activated to verify transmission between register and cash drawer. All units also undergo a thorough cosmetic refurbishment which in effect returns the units to an 'as new' condition.

Throughout the repair process, all findings and repair components used are recorded on the repair database which facilitates Fujitsu's customer reporting requirements as well as Fujitsu's fault tracking and warranty obligations.

For the peak trading period, Fujitsu fully prepare by increasing the number of spare components, logistics and resources in place to deal with the increased demand.

The Benefit

Fujitsu liaise directly with Tesco and M&S regarding fault trends for feedback to the OEMs. This preventative approach helps reduce the number of times cash drawers come in with technical faults. In addition, Fujitsu continually communicates with the customer to resolve "wrong part in box" issues and items Beyond Economic Repair.

As part of the contract, Fujitsu have produced an intelligent pricing model to incorporate two levels of repair each at a different cost. This includes complex and basic repair. These options gives the customer full visibility of levels of repair and potential saving against single operation repairs.

Regular customer feedback and monthly meetings are undertaken to discuss operational requirements/issues, additional business streams and added value.

Fujitsu re-uses packaging, components, plastics and metals where possible. As well as being sustainable and environmentally friendly, it provides best value to customers and prolongs the life of the repaired assets.

Fujitsu's specifically design test models replicate the set up in-store to check operation of the cash drawers. Testing in a real environment prior to shipment maximises defect free working.

Fujitsu also carry out quality audits that involve testing cash drawers at random within a repaired batch to ensure successful operation, minimised second-time fixes, and maximised customer satisfaction.

To add value to the repair process, Fujitsu screens all cash drawers at the store location to see if a simple fix can be carried out within the field. This offers best value to the customer and minimises the number of no-fault found items sent for repair.

Conclusion

Fujitsu's cash drawer repair, testing and trend analysis enables the customer to prolong product lifecycles beyond normal mean-time failure rates, thus maximising return upon the investment.

About Fujitsu

Fujitsu within the United Kingdom and Ireland provides ICT services to a large number of corporate, government and enterprise businesses, with annual revenues of over £1.5 billion. As a telecommunications specialist, Fujitsu Telecommunications Europe Limited provides expertise in the provision of integrated, end-to-end, next generation network solutions from initial design, development and manufacture through to, implementation, support, operation, maintenance and ongoing network management. In addition, the Fujitsu Repair Centre supports the refurbishment, renovation and repair of an array of telecommunications, retail and IT equipment.

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