



# CASE STUDY

## Gristedes

*Modernizing Supermarkets: A Collaborative Approach to Technological Advancement*

### CHALLENGE

Gristedes Supermarkets is a historic New York City grocery chain established in 1888. They recognized the need to modernize operations to remain competitive in the evolving retail industry. The company faced several challenges, including upgrading outdated point of sale (POS) systems, standardizing data across multiple store locations, and enhancing operational efficiency to improve the overall customer experience. Additionally, Gristedes sought to integrate advanced software solutions to streamline processes and facilitate rapid decision-making.

### SOLUTION

To modernize its operations, Gristedes partnered with STCR to execute a large-scale upgrade of its point of sale systems across approximately 160 lanes. STCR carefully planned and managed the transition to ensure there was no disruption to daily store operations while unifying its enterprise and store-level management. This plan allowed for a more efficient and scalable system to be put in place including elements like:

- **Seamless POS Upgrades:** STCR led the modernization of Gristedes' checkout systems, improving transaction efficiency.
- **LOC Software Integration:** The adaptable platform streamlined operations across multiple store locations.
- **Real-Time Data Access and Reporting:** LOC provided instant visibility into business performance, empowering quicker decision-making. While advanced analytics improved inventory tracking and operational oversight.

### ABOUT STCR

Since 1967, STCR has provided exceptional service and expertise in retail control systems. We help grocers implement cutting-edge technology, addressing their unique challenges. With decades of experience serving grocers, specialty food stores, and co-ops, STCR delivers comprehensive solutions tailored to businesses of all sizes.

### RESULTS

With the new systems in place, Gristedes experienced significant improvements in operational efficiency and customer satisfaction. The upgraded POS system streamlined checkout processes, reducing wait times and enhancing the overall shopping experience. Standardized data with LOC Hosting across 29 locations improved inventory tracking and reporting accuracy, allowing the company to better manage product availability.

- **Faster Checkout Processes:** Reduced wait times improved the overall customer experience.
- **Improved Inventory Management:** Standardized data allowed for better stock tracking and supply chain control.
- **Data-Driven Decision-Making:** Real-time analytics enabled faster responses to market demands.
- **Strengthened Competitive Position:** Enhanced operational efficiency helped Gristedes remain a leader in NYC grocery retail.



### AT A GLANCE

**Company:** Gristedes  
**Industry:** Grocery Retail  
**Locations:** 29  
**Solution:** LOC Software

A historic grocery chain that has been serving New York City communities since 1888. Gristedes operates multiple locations across the city, offering a wide range of fresh and packaged goods.