



# HERBERT

250 years of innovative productivity solutions

case study



UK & EU regulations



Customer demands



Company growth strategy

# Herbert helps Costco Wholesale UK Ltd stay ahead

Herbert implements partner infrastructure solutions to meet both company and legislative requirements.



**COSTCO**  
WHOLESALE

Costco Wholesale UK Ltd is a cash & carry membership warehouse club, dedicated to bringing their members the best possible prices on quality brand-name merchandise. With hundreds of locations worldwide, Costco provides a wide selection of merchandise, plus the convenience of specialty departments and exclusive member services, all designed to enhance their member experience.

### The Problem

Costco UK operates a variety of weighing, labelling and wrapping solutions throughout its 26 warehouses in the UK. The majority of these solutions were being provided by a single vendor, with not all meeting forecasted legislative changes, such as for Bovine Traceability and Consumer Allergens Coding.

To be sure that the best possible solutions were being implemented, to support legislation, member demands and company growth strategy, Costco UK were looking for a software platform that would be hardware-agnostic, allowing for a mixed multi-vendor hardware estate, allowing them to pick and choose the best possible equipment, both aesthetically and functionally.

### The Solution

Based on reputation, Costco UK consulted with Digi Solutions via their UK fulfilment partner Herbert, who in turn consulted with Costco UK, to demonstrate exact Digi solutions that would meet their current and future needs, as well as their budget requirements and roll-out timeframe.

Herbert recommended another partner solution, Invatron which is a

proven and globally deployed, open and agnostic software platform for implementing a mixed hardware estate. The Invatron platform was already being used with success by Costco in the USA, so Herbert knew that a similar implementation model would work well for Costco in the UK and Europe.

Following detailed demonstrations, an extensive trial, and support in designing custom labels to ensure satisfaction of both Digi hardware and Invatron software, the complete solution offered by

Herbert proved robust and effective meeting Costco's roadmap criteria and all current and future predicted legislative standards.

Herbert is managing the complete project roll-out to 26 warehouses in the UK, including the new flagship Costco in Hayes, Middlesex. A mixture of Digi scales and wrappers including the SM5500 with linerless labelling capability, and the AW4600 AET wrapper with printing capability will be rolled-out, to replace the incumbent hardware estate. Herbert will also manage the servicing and repair of all provided equipment.

Mark Channen, Head of Marketing at Herbert commented:

*“We have worked consultatively with Costco and our product partners, to ensure that the most exacting package of solutions has been offered, and now implemented. We have produced full customisation of labels, along with documentation and training guides to help Costco employees on-board the new equipment as easily as possible, and we are already helping with the implementation of similar solutions in to Costco's Spanish sites. We are truly pleased to have assisted Costco with a solution that is both robust and flexible to their needs”.*

The new equipment will be primarily used within in-store butchery and bakery departments, as well as for roadshows, where Costco take their products to the market for sampling.

Paul Landen, Projects & Equipment Buyer at Costco Wholesale UK Ltd commented:

*“Herbert provided a solution that not only meets our current and future requirements, but crucially, a software layer that allows us to be adaptive in the hardware that we offer in our warehouses. We are delighted to have worked with the Herbert team on such an important infrastructure project”.*