



SUCCESS STORY

Delhaize Le Lion collaborators have been equipped with modern touch-based Android devices and a redesigned suite of apps, across all their stores in Belgium, to support their retail operations.

DELHAIZE LE LION

DELHAIZE LE LION COLLABORATORS HAVE BEEN EQUIPPED WITH MODERN TOUCH-BASED ANDROID DEVICES AND A REDESIGNED SUITE OF APPS, ACROSS ALL THEIR STORES IN BELGIUM, TO SUPPORT THEIR RETAIL OPERATIONS.



mi8 expertize

- ✓ Mission-Critical apps
- ✓ Xamarin
- ✓ Analytics
- ✓ Consulting
- ✓ Training

Project start : 2016
Client : Delhaize Le Lion
Location : Belgium
Challenge : Design and deliver an entire portfolio of business apps on modern Android devices
Results : Increased productivity and worker satisfaction
Lower cost for building new apps
Improved IT security



Delhaize needed to upgrade the mobile devices and apps they used to manage and control their retail operations.

mi8 has helped Delhaize Le Lion to set up their Mobile Center of Excellence, with:

- Training in Xamarin mobile technologies
- Rapidly building apps from reusable software bricks
- Fully integrating with the existing ecosystem: web services, hardware (barcode readers, Bluetooth printers), Mobile Device Management system (MDM Airwatch).
- Developing new apps complying with Delhaize security policies: encrypted communications and authenticated devices.

“ I APPRECIATED MI8’S GREAT EXPERTISE IN XAMARIN; TECHNICAL QUESTIONS WERE ALWAYS EASILY RESOLVED. I ALSO LIKE THIS PROJECT’S ONGOING BENEFITS; ANY FUTURE DEVELOPMENT WILL BE QUICKLY ADAPTABLE TO ANY MOBILE DEVICE FORMAT.

MAXIMILIEN MAUS DE ROLLEY, MANAGER IT RETAIL, DIGITAL & MARKETING BELUX AT DELHAIZE LE LION

PROVIDE AN EFFICIENT AND ATTRACTIVE MOBILE SOLUTION

These new mobile devices' apps provide the shop agents with tools like:

- General management of the goods and their prices, inventory and orders
- Electronic label management
- Helpdesk ticketing
- E-commerce order preparation and home delivery



“THESE NEW MOBILE DEVICES ARE VERY EASY TO USE, FROM BOTH THE HARDWARE AND THE SOFTWARE POINTS OF VIEW: THE USER EXPERIENCE IS ENHANCED A LOT. THEY ARE RAPID, INTUITIVE, AND MUCH MORE ATTRACTIVE TO THEIR USERS. THEIR IMPACT IS DIRECTLY VISIBLE AND CONCRETE.”

SAMIH ALKEILANI, XAMARIN CERTIFIED MOBILE DEVELOPER AT M18

TECHNICAL DETAILS

Devices

- 3500 Android industrial devices

Apps

- Android apps developed using Xamarin
- Background applications framework
- Translated into 2 languages: French and Dutch
- Integrated into the existing IT ecosystem
- Connected to the mobile devices and their integrated scanners
- Encrypted communications

Users

- 700 Delhaize Le Lion retail shops in Belgium

Thanks to their new mobile apps, Delhaize:

- Gained user experience satisfaction (change management).
- Improved their image through the app's retail shop agents' adoption.
- Enhanced the overall security of mobile devices and apps.



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transformation ? We'd love to help.

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