



Self - Invoice Printing.

The Home Depot México is the leading home improvement retailer in Mexico that manages over 90 stores nationwide. A strong focus on customer satisfaction distinguishes The Home Depot worldwide.

The Home Depot México needed to create government-approved invoices for customers' tax purposes. In the past, customer representatives in each Home Depot store printed each invoice for the customer. The manual process was slow, and created wait times that often exceeded 10 minutes.

Solution

Alveni created an in-store kiosk solution for The Home Depot México that communicates with the ERP system and is deployed at over 85 self-service kiosks for invoice printing.

Using a user-friendly interface and a safe application, the invoicing kiosks provide a fast, easy to use process for the customer to printout his invoice each time he visits the store, in a simple, prompt and effective way.

Alveni's solution included providing The Home Depot México with all the professional services needed for the complete project management, application development and tech support; as well as the manufacturing of the kiosks, the deployment of the secure application and constant monitoring, content updating and onsite support for the kiosks.

Results

- The solution reduced wait times by 60%.
- Increased customer satisfaction by 98%.
- Customer service department costs were reduced by more than 20%.



Remote Monitoring System.



Self-service Application.



Touchscreen Interface.



High-speed laser printing.