



Delivering effective cash management solutions for multi-site retailers

Drakes Supermarkets started life with one three-lane shop over 40 years ago. As the business grew to over 50 stores nationwide, Phil Shayler, the Operations Manager, remembers their early cash management concerns – and the highly innovative security solutions that have evolved to support the major multi-site business ever since.

Retail Security Solutions

Strategic partnerships with Drakes Supermarkets



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The problem

“When we had 10 stores, we would go into each store to take the money to the bank,” Phil says. “We were transporting a lot of money. We needed a safer solution.”

Hampered by old and inefficient back office processes, high administration and staff costs and teams unable to fully focus on their in store customers, Drakes was feeling the growing pains of being a multi-site success.

“That was the reason we initially formed a relationship with Prosegur,” Phil explains.

As Drakes continued to secure rapid growth and experience evolving technology and security needs, Prosegur worked alongside them. Drakes now owns over 50 stores across South Australia and Queensland, has an annual turnover of over \$1 billion, employ approximately 5,500 staff and continues to choose Prosegur for their secure cash management solutions.

“Prosegur has always known what we’re about, which makes for a very good working relationship,” explains Pam Parpottas, Customer Service Manager, Drakes.

Our approach

To create a customised solution for Drakes, Prosegur conducted a detailed onsite review, analysed the company’s existing processes and highlighted opportunities for improvement. Prosegur provided best-practice examples from across the world to develop the most effective options for each individual store.

“Prosegur always understood the relevance of having different sized stores with different requirements,” Phil notes.

The Drakes team were invited to site visits to see the cash management solutions in action and visited the Prosegur Innovation Centre to review the automated cash recycling options available to them. They viewed state-of-the-art technologies made possible through Prosegur’s partnership with leading international hardware manufacturers.

The solution

As a result, we developed an integrated cash services solution across the multi-site chain. It includes cash logistics, business process outsourcing, customised reporting and cash forecasting. Drakes’ now enjoy an increase in productivity with cash automation services across their smaller stores and fully automated cash recycling stations in its larger stores.

**“They are a service business just like us.
They deliver what we want, and continue to do so.”**

The benefits

“Our solutions may be site specific, but the benefits have been felt across the company.” In particular, Phil told us, the solutions Prosegur implemented have enabled Drakes to:

- 🌐 Eliminate cash counting errors across their stores
- 🌐 Quantify labour savings of up to 80% across cash counting and balancing tasks
- 🌐 Develop company wide best-practice procedures to improve cash processes
- 🌐 Re-allocation of staff time from administrative tasks to effective in store customer time
- 🌐 Produce informative and auditable online reporting.

The future

Working together with the team at Prosegur, Drakes is now investing in new cash technologies. This exciting phase will see the installation of cash recycling stations across every large store, with smaller Drakes stores to follow.

As part of this transformational process, Prosegur will provide direct consultation with each store, deliver system training across every site, and hold monthly feedback meetings.

“They are loyal to us – and they are always there to deliver what we need.”

**To discover how Prosegur can assist your business contact:
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