



# Officeworks Improves Reliability of Payment Processing with Powerful Mobile Solution

Officeworks was established in 1994, the first large footprint, multisite office supplies retailer in the market. With around 168 stores located across Australia, and a strong e-commerce business, Officeworks offers everything from office stationery, printing services, computer equipment to furniture. A leader in its category, Officeworks prides itself on its range of products, low prices and exceptional customer service.

## A Solution Needing Improvement

Officeworks is committed to upholding superior customer service standards despite the intricacy of its store surroundings, which feature expansive stores and a continuous flow of shoppers. A crucial aspect of its efforts has been the adoption of technology to aid in attaining company objectives.

Mobile devices have played a large part in the operation of the business both on the shop floor and in the warehouse at Officeworks. Devices have been utilised as a means of managing stock, and to facilitate customer engagement through functions like stock search and mobile point-of-sale (MPOS).

The initial devices implemented on the shop floor were consumer-grade and issues began to emerge with their robustness, battery life and MPOS performance. A third-party Bluetooth™ card reader was needed to process payments and this proved to be a point of failure in the system and caused unreliable payment connectivity. The consumer-grade devices were also prone to damage once dropped which resulted in large repair bills. A better solution was needed.



### SUMMARY

**Customer**  
Officeworks

**Partner**  
Leopard Systems, Zebra Premier Solution Partner  
Quest Payment Systems, Zebra Registered ISV Partner

**Industry**  
Retail office supplies

**Challenge**  
Improving the reliability of their mobile POS (MPOS) solution.

**Benefits/Outcomes**

- Improved mobile POS performance
- Reduced device downtime
- Greater scanning efficiency
- Reduced device repair bill

**Solution**

- Zebra TC52x Mobile Computer
- Quest Airpay payment processing app

## A Fit-for-Purpose Solution

With its existing in-store devices reaching their end of life, the only solution was a technology refresh.

The search for new devices began with the primary objective to find a durable and dependable solution that also supported the store workers' functions. The device had to be rugged enough to withstand daily use, possess excellent barcode scanning capabilities and include an embedded NFC chip to allow and enhance the MPOS experience.

Officeworks chose Zebra's TC52x rugged mobile computer. It was compact enough for staff to carry all day, offered a long battery life and great scanning capabilities and the embedded NFC chip meant a single device MPOS solution could now be deployed that improved the reliability of payment processing.

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“The team members love the new MPOS solution as they can transact with customers anywhere in the shop, particularly in our furniture and bulk goods area where they can process a sale and customers can pickup the goods from the warehouse door.”

Katie Stathis, IT Delivery Lead Analyst - Store, Officeworks

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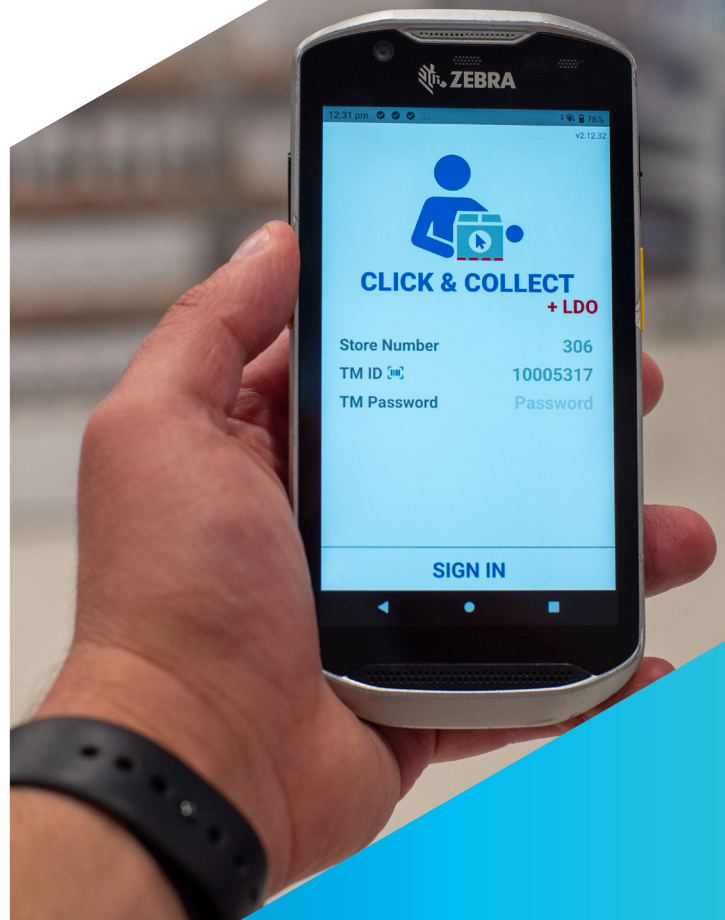
A critical component to the new solution was the Quest Airpay app that was loaded onto the TC52x devices. This app allows for easy payment card processing via the integration of the embedded NFC chip within the device.

The Quest Airpay app and TC52x device provided a MPOS and payment solution that was compliant with banking regulations and integrated with Officeworks' existing POS system.

The TC52x device is also utilised for everyday inventory management responsibilities and facilitates click-and-collect transactions.

“Zebra's mobile computers have improved the efficiency of team members' jobs particularly when they need to scan repetitively. In addition, the repair bills have gone down compared to our previous devices and it has been a very smooth transition. ”

**Katie Stathis,**  
IT Delivery Lead Analyst - Store,  
Officeworks



## An Enterprise Solution Delivering Results

Though Officeworks had been working with mobile computers, the move to the TC52x offered an immensely improved experience. The rugged design has significantly reduced repair expenses associated with dropped devices and the integrated barcode scanner has improved scanning efficiency. The long battery life lasts a full shift which has reduced device downtime. But the biggest benefit has been the improved MPOS solution.

Reliability issues associated with their previous MPOS solutions have been overcome with the shift to the Zebra TC52x and Quest Airpay app. The single device solution has reduced connectivity failure points which has created a dependable solution.

Officeworks needed an enterprise-ready solution as its next generation in-store mobile solution and the Zebra TC52x has proven to be the right choice for its applications both now and in the future.



For more information, visit [www.zebra.com](http://www.zebra.com)



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