# Grupo La Despensa

Grupo La Despensa is a family-owned company with 100% Castilian-Manchego capital, operating 180 retail locations across the provinces of Toledo, Cuenca, Ciudad Real, Albacete, Guadalajara, Madrid, and Ávila.

In recent years, the company has experienced significant growth, employing more than 2,000 people and launching its online store.

Grupo La Despensa has a central warehouse located in Mora (Toledo), covering over 12,000 square meters, from which it supplies all its stores on a daily basis.
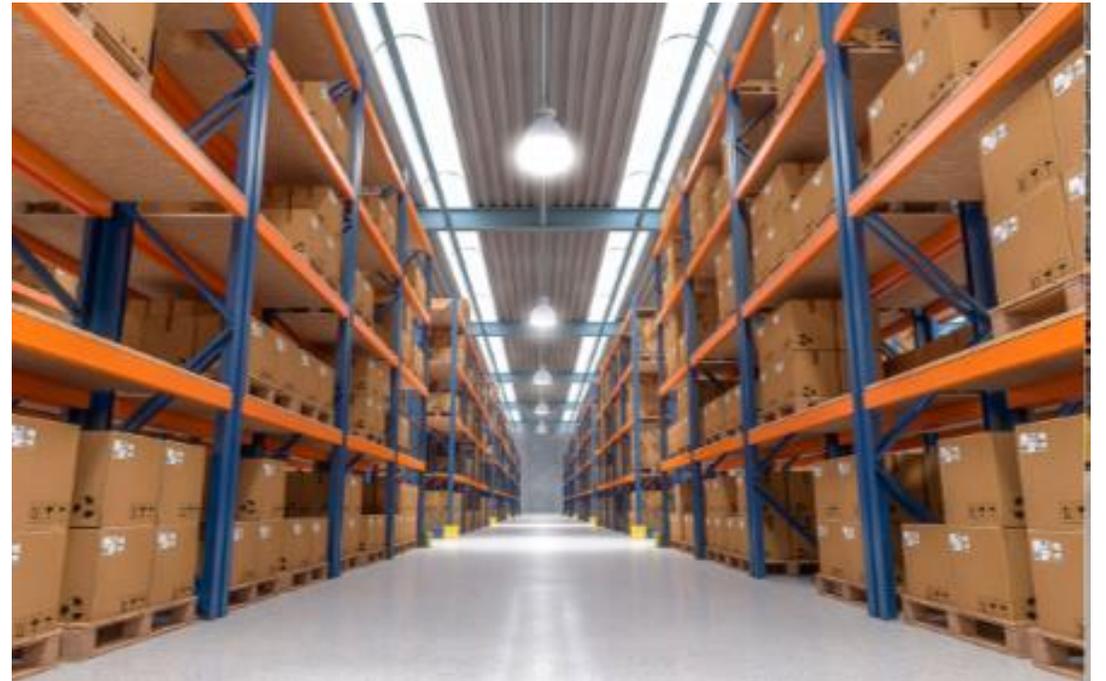
The challenge

Digitize timekeeping across the organization without multiplying infrastructure

La Despensa Supermarkets faced a key challenge: transforming their time tracking system into a comprehensive digital platform capable of efficiently and centrally managing the working hours of over 2,000 employees spread across offices, warehouses, and a network of 125 stores.

The starting situation presented several limitations:

- A local clock-in system valid only for offices, with no centralized traceability.
- No digital means to record the working hours of more than 200 warehouse employees.
- A lack of tools for mobile or itinerant staff.
- The need to extend time tracking to stores without making a massive investment in hardware or ongoing maintenance.

The challenge was to implement a robust, flexible, and cost-effective digital solution that would meet current needs while laying the foundation for scalable expansion into the retail environment—without technical complexity or additional costs.

The solution

A modular, omnichannel, and integrable architecture

To address this challenge, Instel implemented a comprehensive solution based on the time management platform developed by Intemo Technologies, a manufacturer specialized in advanced access and attendance control solutions. The system combines state-of-the-art physical terminals, mobile clock-in functionality, and an innovative integration with the in-store POS system, which is currently being rolled out.

Offices and Warehouse: Secure Control with Physical Terminals

Presence control terminals were installed at the access points to offices and warehouses. These devices offer:

- Integrated RFID and QR readers
- 7" touchscreen with an intuitive interface
- PoE connectivity, simplifying installation by eliminating the need for additional power outlets
- Relay functions, sensors, and an internal WebServer, enabling more granular access control and centralized, secure management

Thanks to this implementation, 100% of office and warehouse staff now have access to a secure, modern, and centralized system to record their working hours.

The solution

A modular, omnichannel, and integrable architecture

Remote and Mobile Clock-In

To provide a flexible experience for employees working off-site or moving between locations, the Intemo Mobile Access solution was implemented. This application, available both as a smartphone app and via web browser, allows employees to clock in and out from anywhere, with real-time traceability.

Clock-In at the Store from the POS: Technology That Optimizes Costs

One of the most strategic components of the project, currently under development, is the integration of the clock-in system with the point-of-sale (POS) terminals already in use at the group's 125 stores.

The developed solution allows:

- Using the POS scanner for employee identification, avoiding additional hardware
- Accessing a screen within the POS software with options such as "Clock In," "Clock Out," and "Incidents"
- Communicating clock-in data to Intemo's time management server via secure APIs

This approach represents a leap in efficiency by:

- Reusing existing infrastructure
- liminating the need to install physical readers in stores
- Reducing deployment, maintenance, and training costs

Benefits

Corporation

- **Drive for digital transformation.** Positions Grupo La Despensa as a modern company with agile processes and people-centered tools.
- **Real operational efficiency.** Automates time management, eliminates repetitive tasks, and reduces errors in time tracking.
- **Sustained savings.** Leverages the existing in-store infrastructure, avoiding additional investments in hardware or maintenance.

IT Departament

- **Guaranteed traceability.** Clear employee identification at every clock-in, with centralized control from the server.
- **Technological flexibility.** The system supports clock-in via card, QR code, or mobile app, adapting to different operational profiles.
- **Integrable ecosystem.** Direct connection with ERP, HR, and existing systems thanks to an API-first approach.

"Instel has delivered a comprehensive solution for stores, offices, and warehouses, including hardware and custom software development fully integrated with our POS system. Their turnkey approach has allowed us to implement the system smoothly and efficiently, adapting to the real needs of our operational environment."

Jaime Navarro, IT Director at Grupo La Despensa