FUJITSU

Fact Sheet
Fujitsu Retail Suite
GlobalSTORE® for Grocery

GlobalSTORE
The single POS solution for dynamic grocery environments

Today's grocery environment features an explosion of new in-store devices and applications, all intended to drive profitability. However, many traditional point-of-sale (POS) systems are unable to integrate easily and seamlessly into a single, cost-effective store solution, thus limiting the potential benefits of these new technologies.

In response, Fujitsu has developed the GlobalSTORE application – our full-featured, customizable POS and cash management solution designed to deliver a seamless customer experience throughout each store and across your entire grocery chain.

GlobalSTORE helps you improve customer service through increased interaction, real-time targeted promotions and faster checkout. Its service-oriented architecture (SOA), modular design and enhanced user interface drive speed and efficiency across your store operations, decreasing costs and increasing customer satisfaction.

Cost-effective integration
The cornerstone of the Fujitsu retail strategy, GlobalSTORE is built on technology that allows you to integrate your current software with newly-acquired applications without having to invest in complex, expensive add-on messaging layers.

Now you can blend traditional POS capabilities with new mechanisms for customer-centric interaction, from tailored marketing to omni-channel selling, to chain-wide inventory access via GlobalSTORE's Order Management interface. Through seamless integration with your existing applications (whether internal or external), customers receive a consistent experience in any area of the store, with any merchandise type.

Why Fujitsu?

- In business since 1935, operating in North America for more than 35 years
- Clients include more than 50% of the Fortune Global 500
- Large, established presence in retail, with global footprint
- Some of the world's largest groceries depend on Fujitsu for software, hardware and multi-vendor support
- Complete application suite: GlobalSTORE®, StoreCENTER™, ReturnCENTER™, and CustomerCENTER™
- Current retail platform – the basis for GlobalSTORE – installed on more than 100,000 terminals globally
- One-stop shop for front- and back-office needs
- Global development centers

Targeted Promotions

Customers want to feel special; they want a consistent shopping experience across the channels and they want to be rewarded for their loyalty. You can offer a wide range of product specials from the rich library of pre-built promotions residing in GlobalSTORE, and in conjunction with CustomerCENTER, you can target customers, know their shopping behaviors and preferences and reward them for their loyalty. Building and retaining customer loyalty will result in larger transactions, greater sales and profit.

Faster throughput

GlobalSTORE features embedded workflows and an advanced GUI that can help you improve service to your customers while reducing overall costs. Fujitsu designed and extended the GUI and business rules libraries to give more flexibility to store operations personnel when they are defining new POS-based business processes and integrating with Fujitsu Self-Checkout solutions.

As a result, you can increase throughput at the register while lowering the cost of servicing customers. In addition, simpler workflow translates directly to lower training costs.

Key features

The key features of state-of-the-art GlobalSTORE include:

Advanced user interfaces – Fully touch-enabled interactive screens for cashiers and innovative customer information displays combine to increase checkout speed and deliver up-sell opportunities.

Transparent integration – Simplified integration to store systems like customer relationship management (CRM), loyalty programs and U-Scan self-checkout systems can enhance deployment capabilities and shorten implementation time.

Industry-standard platform – GlobalSTORE is a hardware-independent platform built on the latest Microsoft products, giving you the flexibility to deploy best-of-breed servers, workstations and POS devices including fixed and mobile POS. GlobalSTORE's design allows Windows mobile devices to be deployed using the same application as is used on the standard POS terminals. There's no need to invest in dual development for both POS and mobile devices. GlobalSTORE also offers you and third parties the ability to leverage its pricing engine and business logic via a set of APIs. Using devices and operating systems of your choosing, you can create additional applications which use GlobalSTORE to better serve your customers and run your stores. The use of open standards future-proofs your investment in GlobalSTORE, allowing you to regularly add new functions, segments and countries while keeping up with rapidly evolving technologies.

Simplified interoperability – GlobalSTORE can integrate with almost any in-store or back-office technology, whether hardware or software. It provides software tools and services that can minimize the time, cost and risk associated with creating real-time interoperability between disparate applications and devices.

Integration with CustomerCENTER – GlobalSTORE's seamless integration with CustomerCENTER loyalty software speeds the deployment of CRM capabilities and helps you better manage customer profiles and better manage profiles and loyalty program details

Global capabilities – Based on Microsoft Windows, the flexibility of GlobalSTORE's modular architecture has allowed the Fujitsu retail solution to be deployed by leading retailers in more than 40 countries around the world.

Extensive promotion capabilities – With more than 350 built-in promotion formats, GlobalSTORE makes it easy to support and execute sophisticated promotions.

Usability

To improve user satisfaction and reduce operating and training costs, GlobalSTORE has been designed with usability in mind.

Easy to customize and maintain – Built on service-oriented architecture (SOA), GlobalSTORE is easy to customize, maintain and integrate, which lowers your total cost of ownership (TCO). For your technical business users, GlobalSTORE's Configuration Manager provides the ability to configure different parameters and system settings, modify POS/BackOffice screens. database settings and other
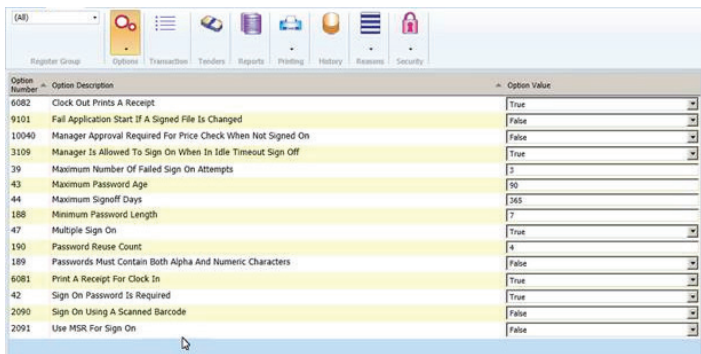
areas of GlobalSTORE without the aid of an IT source, allowing you to incorporate changes in a timelier manner.

Fully-touchable back office – Using Human Factors Engineering precepts, GlobalSTORE's back-office interfaces are fully-touchable and do not require the use of pointing devices to perform complex administrative actions.

Foreign language translation tool – GlobalSTORE's translation tool helps you reduce the time and effort needed to meet multiple language requirements for your operations.

Robust reporting capabilities – GlobalSTORE can now create more than 55 standard reports, as well as customized documents.

Enhanced training – The GlobalSTORE Interactive Training and Help capabilities allows users to view instructions and simultaneously interact with the solution.

GlobalSTORE highlights	
Retail segment	Grocery, specialty, general merchandise, department store
International support	Worldwide
Language support	Global
Operating environment	Support of Microsoft Operating Systems and Data Bases
POS hardware	Hardware-independent
Back-office hardware	Hardware-independent
Data migration	Industry-standard relational database
Peripheral support	All industry-standard peripherals via OLE for Retail POS (OPOS) interface

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