

CASE STUDY – Retail

LOTTE DEPARTMENT STORE

TeamPoS is ideal for retail industry software that requires expandability and compatibility



"Only TeamPoS was able to meet our needs," Kim Chang Bo, Manager, Computer Services, Lotte Department Store, Pusang Branch

Lotte Department Store

Lotte Department Store is known as the best department store chain in Korea which It stocks various items from clothing to household necessities. In Seoul, Lotte has its main store, Yongdung po store, Chamsil Store, Lotte World, and Chunyang ri Store. Lotte Department Store established its Pusang branch in 1995, which boasts one of the world's largest store layouts.

The Challenge

Mr. Kim Chang Bo, Manager of computer services at the Pusang branch said, "When we were going through the selection process for a POS system we had many requests from our sales staff. Some of the most essential items requested were thermal printers and radio POS systems. As it turned out, the only system that could meet all these needs was TeamPoS."

The Solution

TeamPoS is ideal for retail industry software that requires expandability and compatibility. Built around international standard architecture (with PC/AT compatibility), the system allows users to upgrade functions such as processing speed simply by changing CPU boards. With TeamPoS, upgrading to a more advanced system is possible at any time. And because it's not necessary to change the software to achieve system enhancement, unnecessary expense can be avoided. The Pusang store's TeamPoS is designed to evolve and keep pace with the growth of the store itself.

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TeamPoS can also be connected to various peripheral devices, including key-locking POS-type and PC-type keyboards, magnetic card readers, operator and customer displays, POS printers, scanners, and closed-circuit and radio LAN equipment. The user can combine various types of peripheral devices to achieve the desired configuration.

The Benefits

Mr. Kim continues, "One of the great advantages of TeamPoS was the establishment of a radio POS system using radio LAN equipment. There are no cables, so it's easy to change the location of the POS system, and even change the layout of the store. The ability to change the floor layout is especially important in special event areas, where the items on sale are always changing. This can't be done without a radio POS system".

He also points out, "Thermal printers contribute greatly to a reduction in customer check-out tie when compared with conventional POS systems. In the evenings our food sections are particularly crowded, filled with customers buying food for dinner. Now they don't have to endure long waits in the checkout lanes. If it weren't for TeamPoS, I'm sure they'd have to wait in long queues". (The thermal printer used in the TeamPoS system is a high-speed unit that prints at a rate of 125 mm/second.)

Mr Kim added, "TeamPoS also reduces the burden on the cashiers. After closing time, cashiers were responsible for counting the money in the registers and sorting out the receipt slips, but now TeamPoS performs all this calculation and processing work automatically."

For product information: Access sales office near to you