

CASE STUDY – Retail

XIDAN SCITECH SHOPPING CITY

Helping the stores get up and running



"Our staff have a good, deep impression of Fujitsu products," said Ms He Yu, Computer Department Manager, Xidan Scitech Shopping City

Xidan Scitech Shopping City

Xidan Scitech Shopping City, China's premier chain of retail centres, was opened on October 18 1996. The total selling floor space is 12,000 sq. metres and employed 1,000 staff currently.

The Challenge

In October 1996, the eyes of Asia's retail world were focused on Beijing, where the Xidan Scitech Shopping City observed its gala grand opening. As China's premier chain of retail centres, the Xidan Group felt pressed to uphold its own prestige, as well as building on Beijing's reputation as a hub for high-tech shopping. Of prime concern was the opening day, and efficient, dependable, and flexible POS system be in operation.

When the 12,000 square-meter Xidan Scitech began its search for a POS system, deadline commitments and construction schedules were tight, meaning there would be limited time to install the system. Besides, Ms He attached high priority to the convenience offered by the system's offline tool, which enables operators to access data even while the terminals are offline from a separate server. Another key factor in choosing the POS system data security. She wanted an effective system that would allow personnel access only to authorised levels – as well as one that could deal with any mishaps and glitches.

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The Solution

Ms He Yu, Xidan's Computer Department Manager finally chose to install Fujitsu's TeamPoS5000. Build around Fujitsu's ISS (Integrated Store Solutions) 3000 software, TeamPoS5000 is designed to give retail outlets the functionality and adaptability to cope with the rapidly changing needs of the retail sector.

The Benefits

"The system meets Xidan's requirements," Ms He says enthusiastically. "Compared with the older systems I've worked with, TeamPoS5000 and ISS3000 are very convenient and easy to operate, with a high compatibility with other hardware systems, and they make it easy to upgrade and expand the database."

"Xidan prepared for the opening hurriedly, especially when it came to the computer system," Ms He relates. "But Fujitsu helped a lot before the opening, working very hard overnight to install the system." Even with such a tight schedule Fujitsu still permitted Xidan staff to become familiarised with the system in time for the opening. But TeamPoS5000 proved so user friendly, and Fujitsu so helpful, that the centre ran like a dream from Day one.

Besides, TeamPoS quickly proved with high security standard. It is, at one point, a terminal at Xidan malfunctioned, but managers didn't learn about it until the next day – such was the system's ability to cope with minor disasters.

"Our staff were worried that transaction data and other information might have been lost," Ms He recalls. "But all the data remained intact, and was transferred back into the terminal once it was repaired. That was a great boost to our confidence in the system," she adds.

One of the advantages ISS3000 brings to the Asian retail market is its flexible reporting and printing facilities, which can be set to the language of customers' staff. The system also boasts extended report functions. "It means we can select reports to print according to staff needs," Ms He explains. "We feel it is very convenient to provide prints of reports for the bosses."

Also enhancing TeamPoS5000's versatility and functionality is its compatibility with PC peripherals and servers, allowing customers to create their own fully integrated management systems. Fujitsu's team of specialist engineers is always on hand to ensure smooth running of the hardware and software, and also proved invaluable in helping the stores get up and running.

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