

FUJITSU Retail Solution Market Place for Grocery

Omni-channel solution for retail companies

Staying ahead of the competition in today's retail environment requires agility and speed. This is especially true when it comes to the data that drives your business. Being able to move data to and from your stores in real-time and make critical decisions based on that information is essential.

FUJITSU Retail Solution Market Place for Grocery (Market Place for Grocery) integrates with omni-channel functions and mobility. It is part of Fujitsu's global retail portfolio and Market Place offering.

The solution consists of Enterprise, Store Node and Point of Sale functionalities. Same POS application is suitable for various retail sectors; Grocery, Fuel, Cafeteria and Department Stores. Market Place for Grocery is a full retail solution that efficiently operates in the stores and as a connection point between the stores and external enterprise systems.

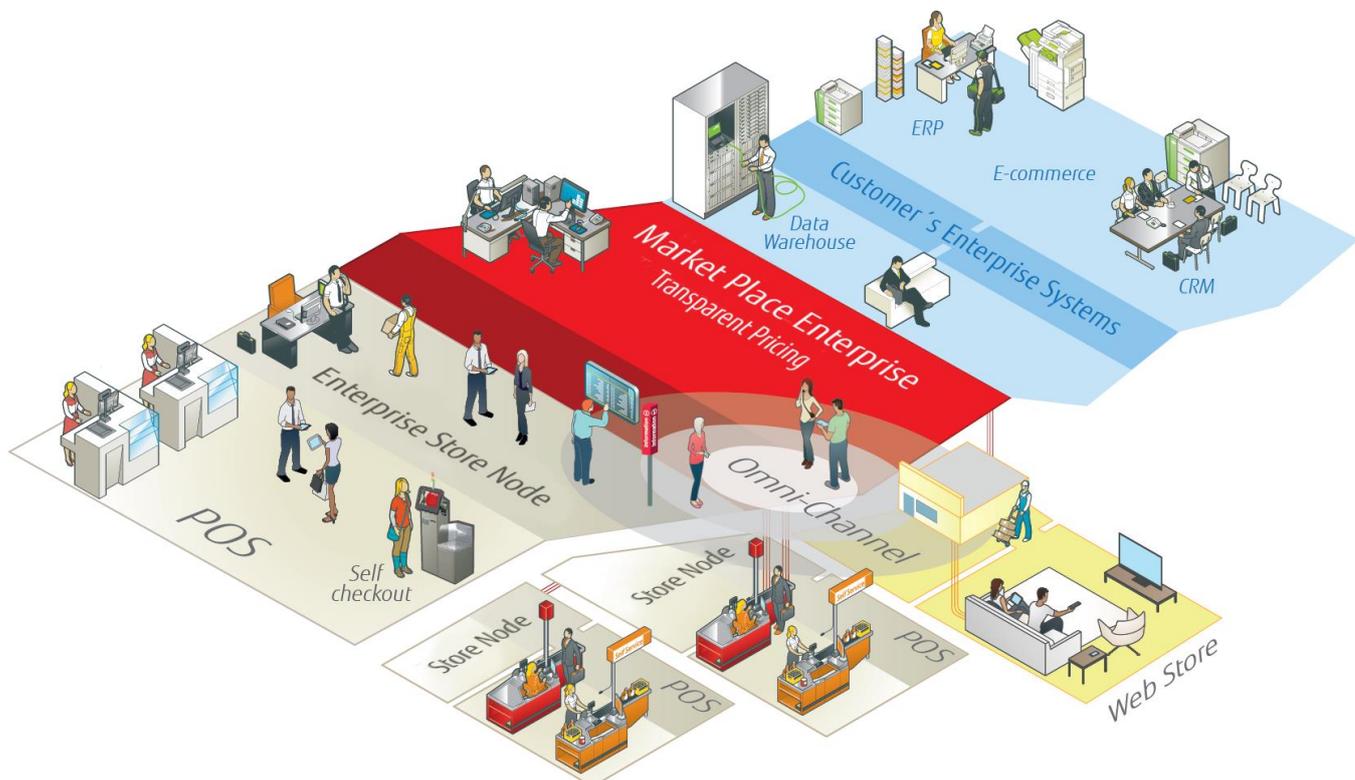
The cloud based software and services, Pricing Service and Mobile POS bring value and efficiency for the retailer.

FUNCTIONALITIES

Market Place for Grocery consists of four main functional modules:

- Enterprise
- Store Node
- Point of Sale
- Forecourt for Fuel Stations

The same application functions can be used either in the local POS in-store system or in the centralized system. Store Node and Enterprise systems work together seamlessly.



ARCHITECTURE

The solution is based on Microsoft's latest technology and tools. It provides modern, open, and service-oriented software architecture that utilizes Cloud, Service Bus and Web Services, for current and future needs of retailers.

- Modular solution architecture allows retailers to use the set of services needed in their environments.
- It enables retailers to maximize the use of standard services and functions and still provides versatile customization points to adapt the system for their business processes.
- Architecture is designed to support changes and allows retailers' customizations to be moved on top of new base product level with minimal effort.
- Solution is secure and it is safe to use. Architecture supports also large and distributed organizations by providing strict usage control and audit features.

INTERFACES

Market Place for Grocery is easy to integrate with any ERP, E-commerce solutions and other enterprise systems. The solution supports Web Services which can be used with its native schema when communicating with other systems. The same method is used internally for Enterprise to Store Node and POS Services.

Connectivity functionality is used for interfacing with other systems. It provides real-time communications capabilities for business-critical applications. The file based communications can be supported via configuration.

There is also out-of-the-box SAP interface module that is using SAP's internal, native web services. The interface was built in close co-operation with SAP.

ENTERPRISE AND STORE NODE

Enterprise provides centralized browser based back office functionality. It enables real-time movement of data, e.g. product, inventory and promotion information, giving the retailer an effective way to interact with multiple stores on both enterprise and store level. The same back office functionalities can be installed also locally in the stores by utilizing Store Node in order to secure business critical functions in offline situations.

Typically, administrative tasks include the following:

- Pricing and promotional activities
- Electronic journaling
- Business reporting
- Inventory
- System configuration
- IT operations, e.g. receipt archiving and backups

Operational Efficiency and Cost Reduction

Enterprise consolidates the data that flows to and from individual stores, including web stores, into one repository and minimizes routine work on the store level. Configuration changes can be made centrally to retail locations, rather than on one-to-one basis, thereby improving the efficiency of many store-level administrative tasks.

In addition, because data is collected from the stores centrally in real time, the likelihood of data loss is significantly reduced.

Enterprise helps to reduce the costs associated with errors, such as pricing mistakes, by providing instant visibility to information and ability to make corrections and changes chain-wide.

When administrative tasks are managed on chain level, sales support and customer service can be improved at the store level. Streamlining of operations also minimises overhead and decreases hardware costs related to in-store backups and other such IT operations.

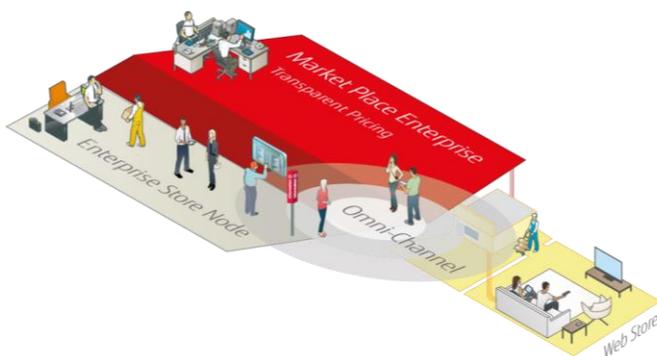
Enterprise delivers also near real-time reporting and dashboards that allow you to see KPIs at store groups or individual store level in order to identify opportunities and immediately respond to business demands.

PRICING SERVICE

Pricing Service ensures identical pricing and promotion models across all sales channels, e.g. same discounts for stores and web store. Pricing Service can be run either centrally, in Store Node or locally at the PoS to ensure resilience for offline situations.

The cloud environment enables maximum flexibility against load variations. Cloud Pricing Service can be quickly scaled up and down according to forecasted service demand.

Local Pricing Service enables a compact local copy of the entire pricing service to be run as part of the PoS terminals' sales engine. This ensures full price and promotion processing capability even if there is a temporary communication break.





POINT OF SALE (POS)

Market Place for Grocery POS is part of the multi-channel solution that helps store employees to serve the consumers efficiently in the most convenient way. It provides better work ergonomics with modern, easy to operate user interface and work flows.

POS module is suitable for retailers regardless of the size or number of stores. It supports different store formats whether for food or fuel retailing, but also for specialty chains and department stores. The number of tills may range from a single to hundreds of tills in one store.

The POS module can be integrated to 3rd party services and solutions by utilizing POS Cloud Services and Service Broker APIs. Software architecture supports multi-channel integrations and different kind of mobile services. It enables self-service in-store and across channels.

Cafeteria

Cafeteria products can be registered with only few clicks by using variable selection lists and quick choice keys. Meal combinations and variants as well as meal offer promotions are maintained efficiently. When customers order meals their customer specific wishes are sent to kitchen printing devices to guide meal preparation. Kitchen printer gives kitchen personnel useful information regarding the meals, for example about ingredients and side dishes.

Self Checkout

There is an easy to use self-checkout capability built in the POS application. Self-checkout customer is able to scan the items and pay them with a chip and PIN card payment method. Same application can be easily switched between self-checkout mode and cashier screen to allow attendant to access all the normal POS functions when needed.

Mobile POS

With the Mobile POS application consumers are able to self-scan items in store by using the device's camera. The purchases can be paid at POS, self checkout or by mobile payment. The store staff can utilize the same application for serving customers. Also web orders can be retrieved to the mobile POS.

Mobile POS application can be installed in Windows, Android and iOS devices and used in both, on consumers' smartphones and retailers' handheld terminals. The same Cloud POS software can be used as thin Client POS with the browser in any device.

FORECOURT FOR FUEL STATIONS

POS functionality enables selling fuel and managing dispensers from the POS. Fuel information and pricing is managed in Enterprise and linked to the fuel codes used in forecourt devices.

Forecourt Controller (FCC) manages a set of connected forecourt devices: dispensers, tank level gauge systems, price poles, and car wash machines.

There is an out of the box, IFSF (International Forecourt Standards Forum) based FCC included in the solution, and integrations to Wayne and DOMS FCCs. Outdoor Payment Terminals (OPT) and unmanned fuel stations are also supported.

You can sell and use car washes easily across the retail chain. It is also possible to integrate mobile fueling and payment service to forecourt.

On-line monitoring UI enables monitoring and checking status activity and alarms of different devices and software remotely. Events can be also automatically raised to Service Desk so that issues can be resolved without any delays.

BENEFITS

- For Shoppers:
 - Smooth shopper experience in all channels: POS, self-checkout, web store by utilizing mobile devices
 - Personalized campaigns and improved loyalty support
- For Store Personnel
 - Intuitive, easy to learn and efficient to use
 - Fast and efficient selling
 - Consistent and transparent information
 - Enables modern tools for customer-service in store and online, e.g. mobile devices and self service
- For Business and IT
 - Centrally maintained: consistent and transparent information, real-time data visibility throughout the enterprise
 - Service-oriented application architecture and cost efficient low risk modular approach
 - DevOps with agile and flexible deployment options
 - Easy integrations to other solutions and services
 - Market Place for Grocery enables complete management and control over the whole retail value chain

CONTACT INFORMATION

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