Fact Sheet
Fujitsu Fresco PoS Solution Key Features

A Single PoS solution for all point of service areas in the Grocery Store

The Fujitsu Fresco solution provides a single Point of Sale (PoS) solution for all service areas of the Grocery Store including front-end checkout, service desk/returns, in-store deli/café service, self- checkout, self-service kiosks, cash automation, and work task management technology. One solution suite, fully integrated.

Resolve system issues quickly and automatically

Fujitsu Integro™ technology delivers real-time systems monitoring and management all in one package and fully integrated with the Fujitsu Fresco solution. Fujitsu Integro technology detects, records and alerts in-store staff to any system issues as they arise. Fujitsu Integro "self-healing" technology is a fully automated recovery feature that can resolve issue with minimal disruption to the store and if not, helps staff resolve the issue through embedded scripts. For example, if a file or database issue occurs, (such as a corruption), Fujitsu Integro technology can automatically replicate and replace the suspect file or database without any intervention by store personnel or Help Desk. When external support is required, Fujitsu Integro technology automatically creates tickets at the support desk and can even automatically call for a technician to be dispatched.

Make simple system configuration changes on-the-fly

The Fujitsu Fresco PoS solution comes with an enterprise level Configuration Management that allows the retailer to make changes to standard system configurations and even the User Interface without any recoding or external 3rd party support. Enable/disable features, add/remove buttons all through a single web interface, then package and deploy those changes using Fujitsu Automated Software Maintenance (ASM) tool.

Automate software updates and rollouts

Fujitsu Automated Software Maintenance (ASM) is a completely native solution and fully integrated with the Fujitsu Fresco PoS. ASM enables retailers to rollout software updates to the Fujitsu Fresco PoS and all other Fujitsu retail Point of Service applications without any need for 3rd party support, services or external software. With ASM, retailers can remotely manage and verify when application updates happened, make changes when necessary, monitor and manage rollouts across the stores from the enterprise. ASM can be used independently or in conjunction with other deployment tools used to distribute software across the enterprise.

Digital Anthropology UI/UX design

The Fujitsu Fresco User Interface (UI), business logic and screen flows were developed using a world renowned "digital anthropology" methodology focused on how human beings interact with technology in the work place (and not in a lab). Well-designed UIs that make it easier for a cashier to quickly and accurately use PoS and is a major factor in the overall system User Experience (UX). For example, within the Fujitsu Fresco UI, no more than two button presses are ever required for users to access desired functions. This improves usability, trainability, reduces errors and most importantly shortens the overall transaction time. This approach uncovers factors and influences that are not discoverable in a lab thus improving the overall usability, accuracy and service speed of PoS.

Workforce Task Management Technology

The Fujitsu Fresco PoS solution embraces the world of IoT (Internet of Things) starting with one of the first ever native integration of wearable technology into a PoS solution. Wearable Tech such as the Samsung® Gear S2 can receive alerts from the Fujitsu Fresco PoS enabling remote two-way communication between cashiers, supervisors and managers to help run the entire front-end checkout operation much more smoothly. Overrides, change requests, remote approvals are a button press away, calling supervisors or managers without the cashier ever leaving a customer or their station. Wearable technology is lower cost and less damage prone as compared to commonly used hand held devices. Driving the wearables is the Fujitsu remote application service which can be deployed on-premise (server) at the enterprise or cloud. The remote application service also provides an integration point for other applications across the store, or chain such as time and attendance, task scheduling, etc.

Hands-Free Cash Management Automation

Cashiers never need to handle cash. The Fujitsu Fresco PoS is fully integrated to our closed loop Cash Box module which comes in traditional coin and note handling as well as full recycling. This closed loop system communicates natively with the Fujitsu Fresco PoS and can be fully monitored via our Fujitsu Integro remote management solution. This is exactly the same technology we use on all of our SCO (Self-Checkout) systems. Cash Management is delivered through 3rd party solutions.

Pharmacy system integration with the Fujitsu Fresco PoS

Fujitsu Fresco Pharmacy integrates leading pharmacy solutions to a single PoS transaction solution eliminating the need for parallel PoS or redundant PIN entry and signature capture pads. Whether it's OTC or prescription dispensing, Fujitsu Fresco Pharmacy has the interfaces for applying copayments or tracking prescriptions and pickup.

Accept EBT Cards and e-WIC Transactions with the Fujitsu Fresco PoS

Electronic Benefit Transfer (EBT), and Women, Infants and Children (WIC)/e-WIC support are essential capabilities included in the Fujitsu Fresco PoS including the ability to mix APL (Authorized Products List) and non APL items with EBT and non-EBT tenders in the same transaction.

Secure Payment Processing

The Fujitsu Fresco PoS solution follows an "externalized" encryption and tokenization PoS defense model which completely insulates the Fujitsu Fresco PoS from the 3rd party payment service provider's connections with the PIN pad and the Authorizer's networks. The Fujitsu Fresco internal state objects and credit server passes transaction information only, requests card READs and receives only masked data or tokens and authorization status. The Fujitsu Fresco PoS has no access to PAN or Track 2 data, does not unencrypt PAN, does not accept manual PAN entry or card swipes (all handled externally to the Fujitsu Fresco PoS).

Fujitsu Fresco connects real-time sales data with the enterprise

Fujitsu Fresco can also be deployed with the Fujitsu StoreCENTER™ centralized store solution, providing a fully integrated and robust suite of customizable PoS back office functions, reports and services. Deployable anywhere from store level, to the enterprise or cloud, the Fujitsu StoreCENTER solution provides real-time access to sales data via any web-browser whether for one store, any stores or all stores chain-wide. The Fuiitsu StoreCENTER solution also provides a single logical interface point for all enterprise system that requires real-time access to store sales data.

Customer Loyalty in-house and at your fingertips

Powered by the Fujitsu CustomerCENTER™ CRM Retail Suit, the Fujitsu Fresco PoS provides an enterprise level solution for capturing and managing customer specific information from the store level up to and across the enterprise, website, contact center and a third party API for access.

Manage Complex Promotions

The Fujitsu StoreCENTER™ Promotion Manager features the ability to create, maintain and remove promotional events including defining the promotion, applicable product groups, quantities, rules, discounts and time periods.

Simplified returns drives customer satisfaction and loyalty without exposing the store to fraud

Fully integrated with the Fujitsu Fresco PoS, is Fujitsu ReturnsCENTER™ solution which provides receipt lookup with or without a physical receipt, view original transaction information, capture and report returns "reason codes", confirm correct returned product price when sold, provides controls of return limits based on customer return velocity or dollar amount, tracks returns processing, etc.

About Fujitsu Americas

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Fujitsu retail solutions

Fujitsu co-creates innovative solutions with Retailers, for Retailer. Simple, straightforward and powerful.

We build solutions that help retailers do what they do best – take care of their customers whenever and wherever they choose to shop. Together with Fujitsu, we can co-create any solution you can envision for your stores and customers.

Fujitsu Point of Service application software, hardware and services are the foundation of our 50 year heritage serving over 500 retailer in 52 countries around the world. Some of the best known retail brands choose Fujitsu to help them run their stores, supply chains and their enterprise with quality and innovative IT solutions. While others Retail IT vendors have come and gone, Fujitsu's been here, steadily focused on building solutions that deliver better overall value to retailers.

You already know that your competitors are no longer simply across the street, they are around the world. At Fujitsu, we understand that shoppers buying habits are not just different, they are also constantly changing. Through our agile development and solution "co-creation" processes, we work with our customers to plan, design and build products and services that meet their needs to compete in a new channel-less retailing world. It's this fusion of our deep technology capabilities and our customer's real world retail experience that's fueling a new way to rapidly create new solutions that deliver competitive advantage.

Stores are transforming, focusing on dramatically changing the shopping experience in new and creative ways. Supply chains, fulfillment channels, and the enterprise are also transforming using cloud services, big data AI and machine learning to make better business decisions, faster. **So what's your strategy? Let Fujitsu be your partner on your digital transformation journey.**

More information

To learn more about Fujitsu Fresco and other related Grocery POS solutions, please contact your Fujitsu sales representative or visit our website. http://www.fujitsu.com/us/solutions/industry/retail/fresco/

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Fujitsu green policy innovation

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