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Self Checkout Alfred
For multiple market verticals

What is SCO

Self Checkout for different Retail verticals

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VP Checkout transformation

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BLM Self Checkout

VP Checkout Transformation

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Topics we cover today

- Current retailer challenges and consumer expectations for checkout
- Today Self Checkout installations
- Self Checkout product family from PartnerTech Europe
- New retail segments like Convenience, Petrol, Bakeries, Home electronics, Fashion, DIY and SCO benefits for them
- Searching for user experience and security balance
- This is SCO project, not just regular KIOSK installation

What issues Retailers are solving in checkout area
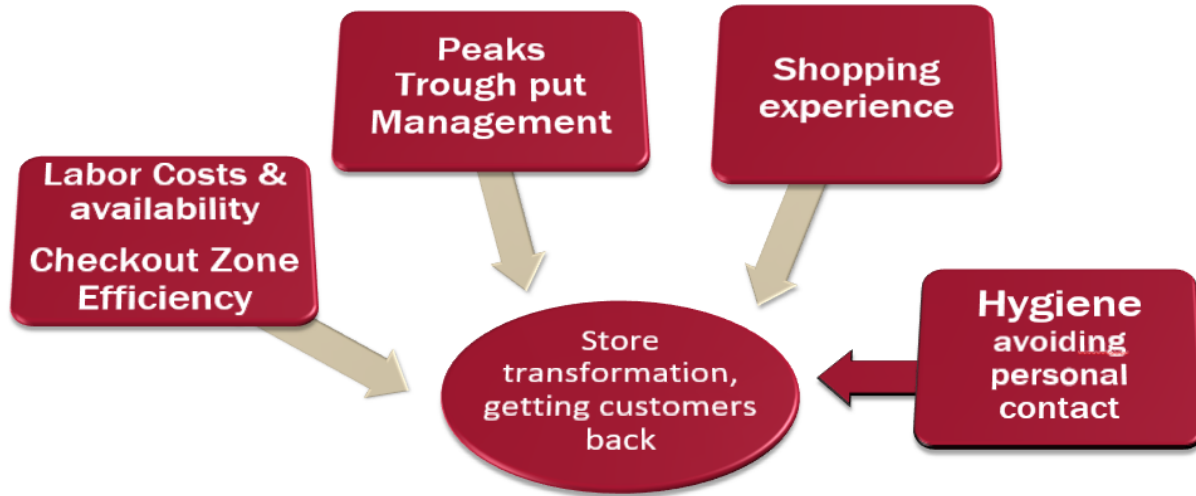
- Efficient operations
  - Cost of labour
  - Saving of space
  - Labour availability
- Customer satisfaction
- Grow or not to loose sales
- Addressing legal requirements
- NEW – Hygiene issues

What Consumers want in checkout area

- Privacy
- Hassle free
- Choice of checkout method
- Control, at your own speed
- Speed, no queues

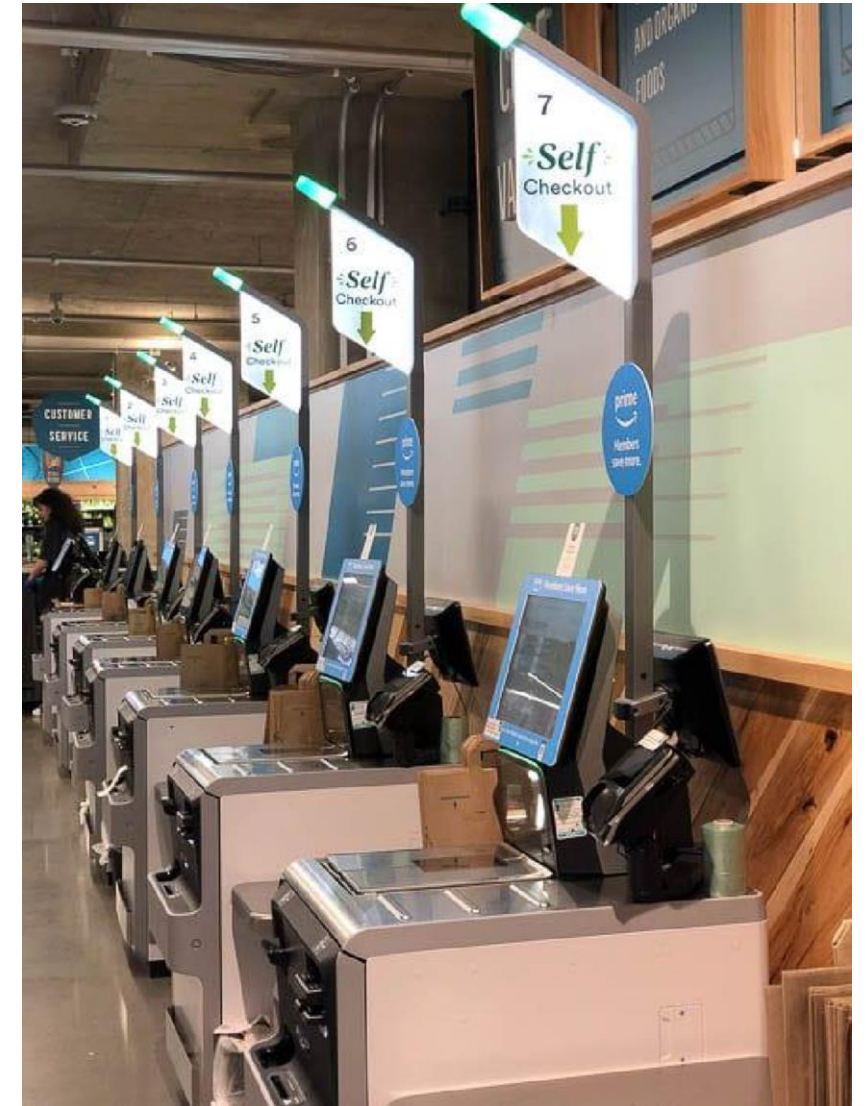# Typical installations today (1)

Typical installations today (2)

Typical installations today (3)

Typical installations today (4)

Self service for new store segments (1)

Self service for new store segments (2)

PartnerTech SCO product line

- **Alfred SCO in different version for various Retail vertical**

- **Card only SCO optimal choice for most retail stores**

- **Cash & Card SCO small footprint and elegant cash payment enabled solution**

Audrey - Partner Tech's future vision of the POS with complimentary stylish features and innovative design is the heart of all SCO

All SCO models are equipped with Self-learning Security Scales, Dallas key and intelligent three-light

Convenience shops, bakeries, petrol stations

Integrated Scaner

Security Scales

EAS Deactivation

Receipt Printer (fiscal/regular)
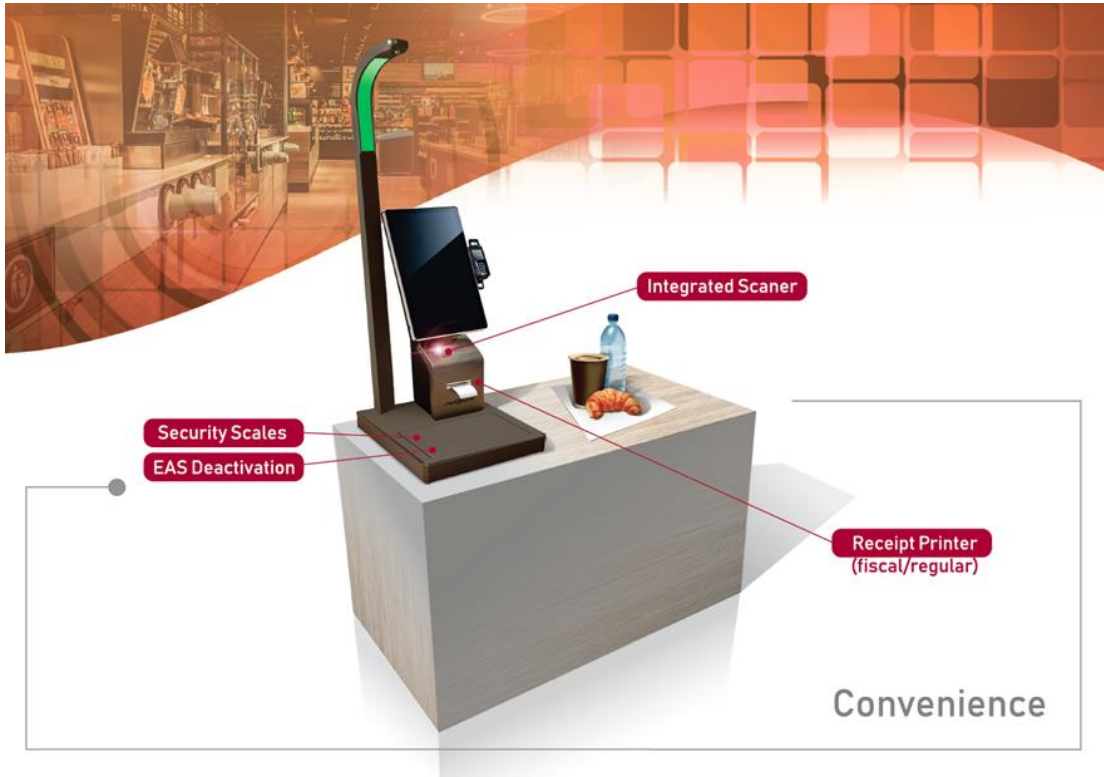
Convenience

- Peak times management
- Speed, queue reduction
- Better customer service
- Staff can perform other tasks
- Cost reduction

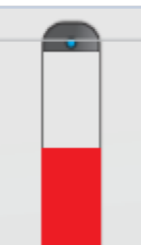# Convenience, **neighborhood, mini** supermarkets

Mini Supermarket

- Receipt Printer (fiscal/regular)
- Security Scales
- EAS Deactivation
- Cash & Coin Recycling
- Scanner / Scale

- Extend opening hours and days
- Speed, queue reduction
- Choice for consumer
- Privacy
- Staff can perform other tasks
- Cost reduction

Fashion and other specialty retailers

Fashion
CCTV Camera
Hard Tag Remover
RFID Reader
EAS Deactivation
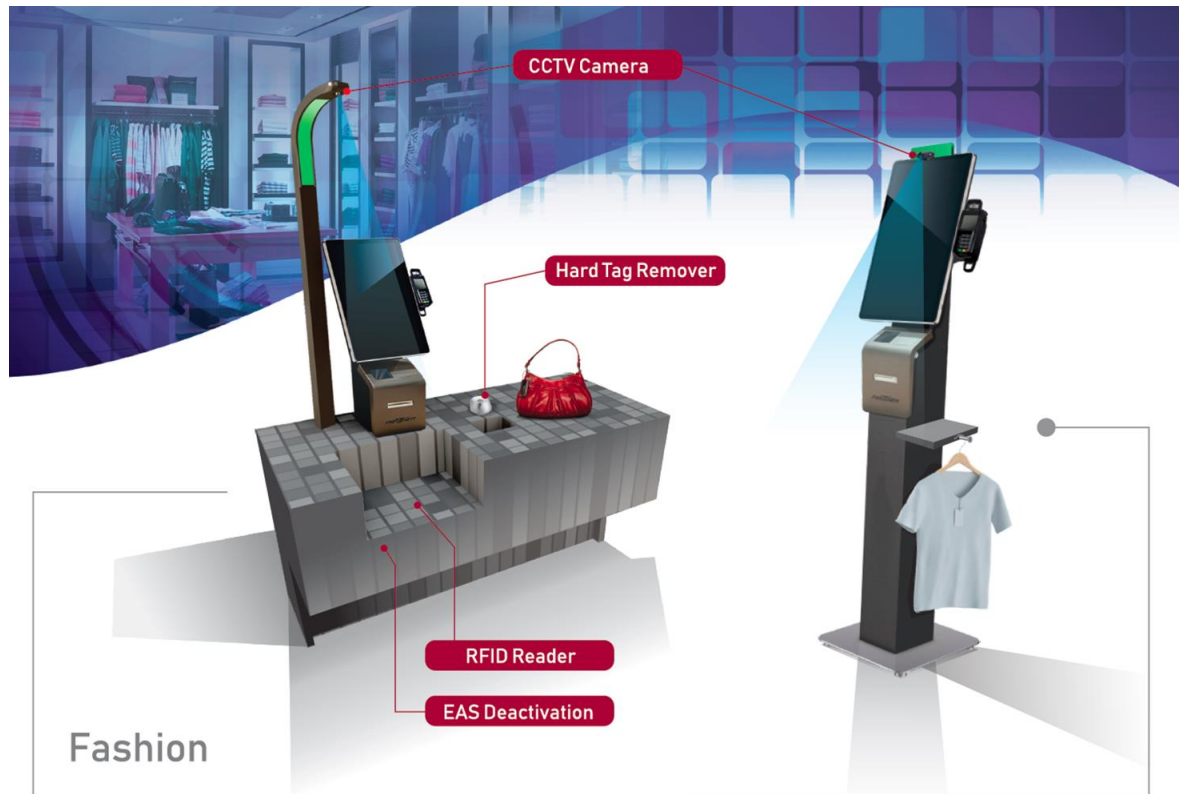
- Choice of checkout method
- Speed, no queues
- Transform staff to active sales people instead of being cashiers
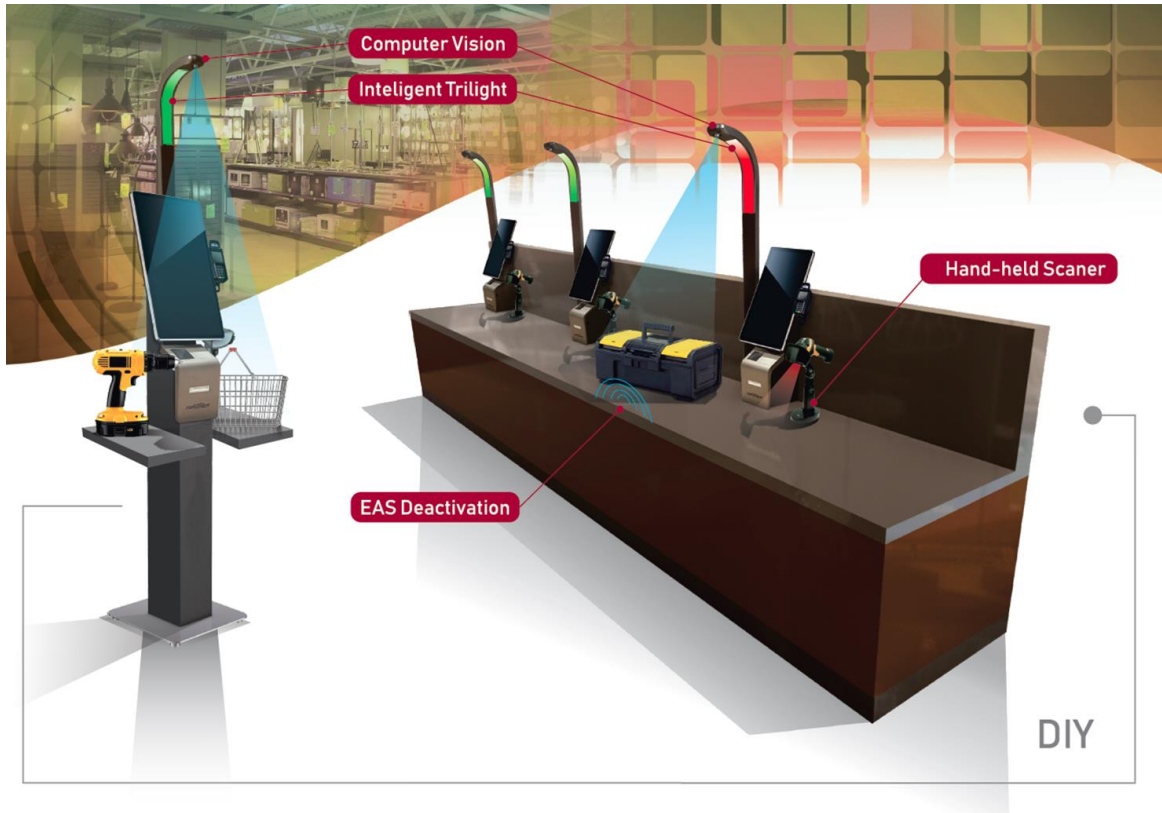- Shrink reduction

Do It Yourself / Home Electronics and similar

- Choice of checkout method

- Control, at your own speed

- Speed, no queues

- Cost saving for retailer

- Peak time management

- Security concern?

Do It Yourself / Home Electronics and similar

Computer Vision
Inteligent Trilight
Hand-held Scaner
EAS Deactivation
DIY

- Choice of checkout method

- Control, at your own speed

- Speed, no queues

- Cost saving for retailer

- Peak time management

- Security concern?

Most common consumer frustrations using SCO

Too many interventions

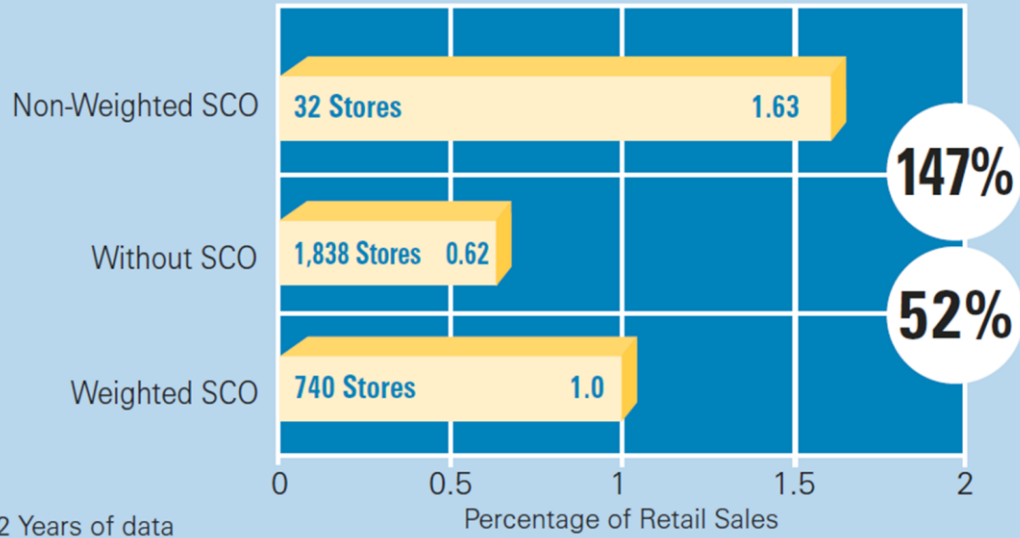Technical issues

No store assistance when needed

Buying multi-packs or multiple items

Hard to buy non- barcoded items

Looks easier to go to the traditional till
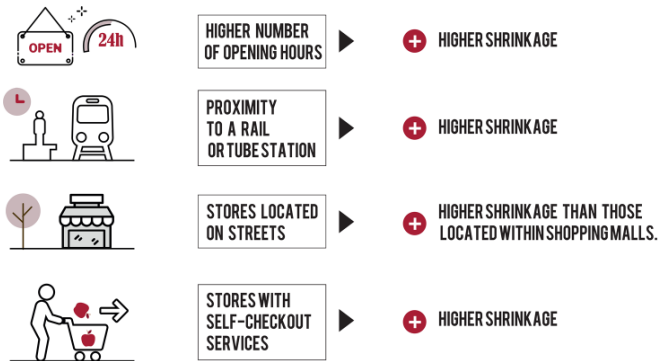
Shopper is "faster" than SCO

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Weighted compromises

CASE STUDY 3: GROCERY

	Stores	Percentage of Retail Sales
Non-Weighted SCO	32 Stores	1.63
Without SCO	1,838 Stores	0.62
Weighted SCO	740 Stores	1.0

147%

52%

2 Years of data

Shrinkage: store characteristics

HIGHER NUMBER OF OPENING HOURS	+ HIGHER SHRINKAGE
PROXIMITY TO A RAIL OR TUBE STATION	+ HIGHER SHRINKAGE
STORES LOCATED ON STREETS	+ HIGHER SHRINKAGE THAN THOSE LOCATED WITHIN SHOPPING MALLS.
STORES WITH SELF-CHECKOUT SERVICES	+ HIGHER SHRINKAGE

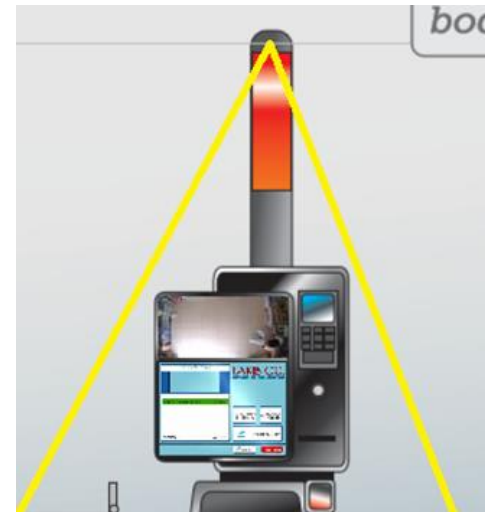**Self-checkout →** Losses in the short-term may be counterweighted by an increase in profit and cost savings in the long-run.

- Security and convenience
- Shrinkage increase versus labor hours saved
- Revenue increase due to better peak throughput
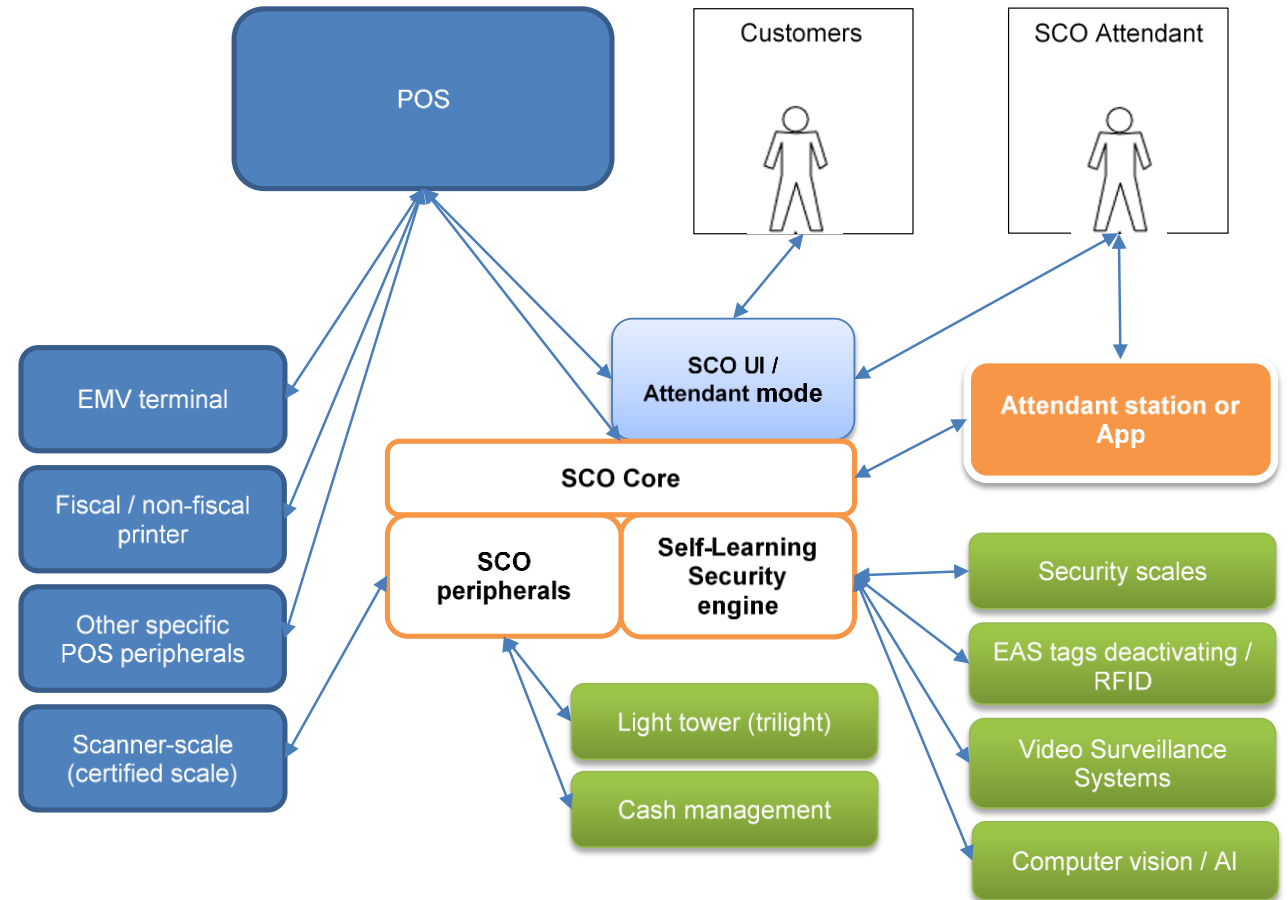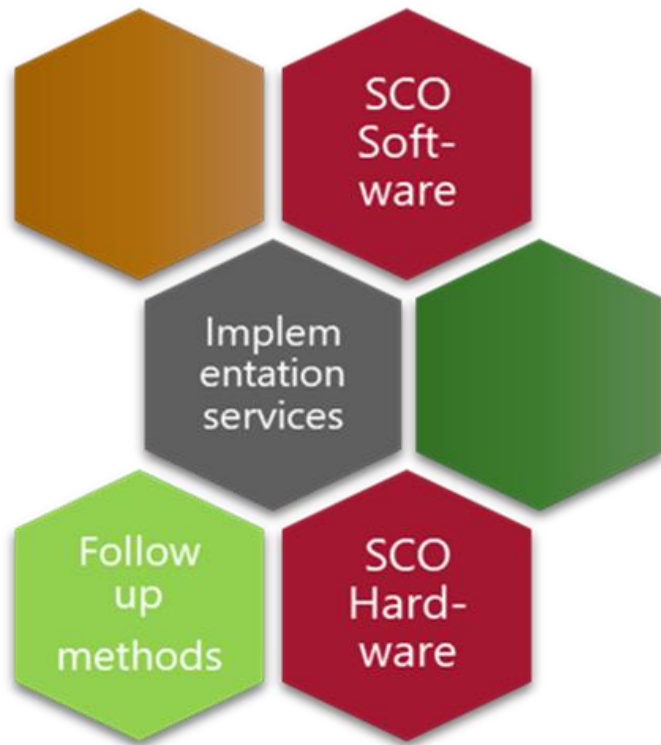- Easy to use, limited interventions

Self Checkout project composition and SW architecture

What must be considered implementing for SCO project

Store selection

Position and Layout
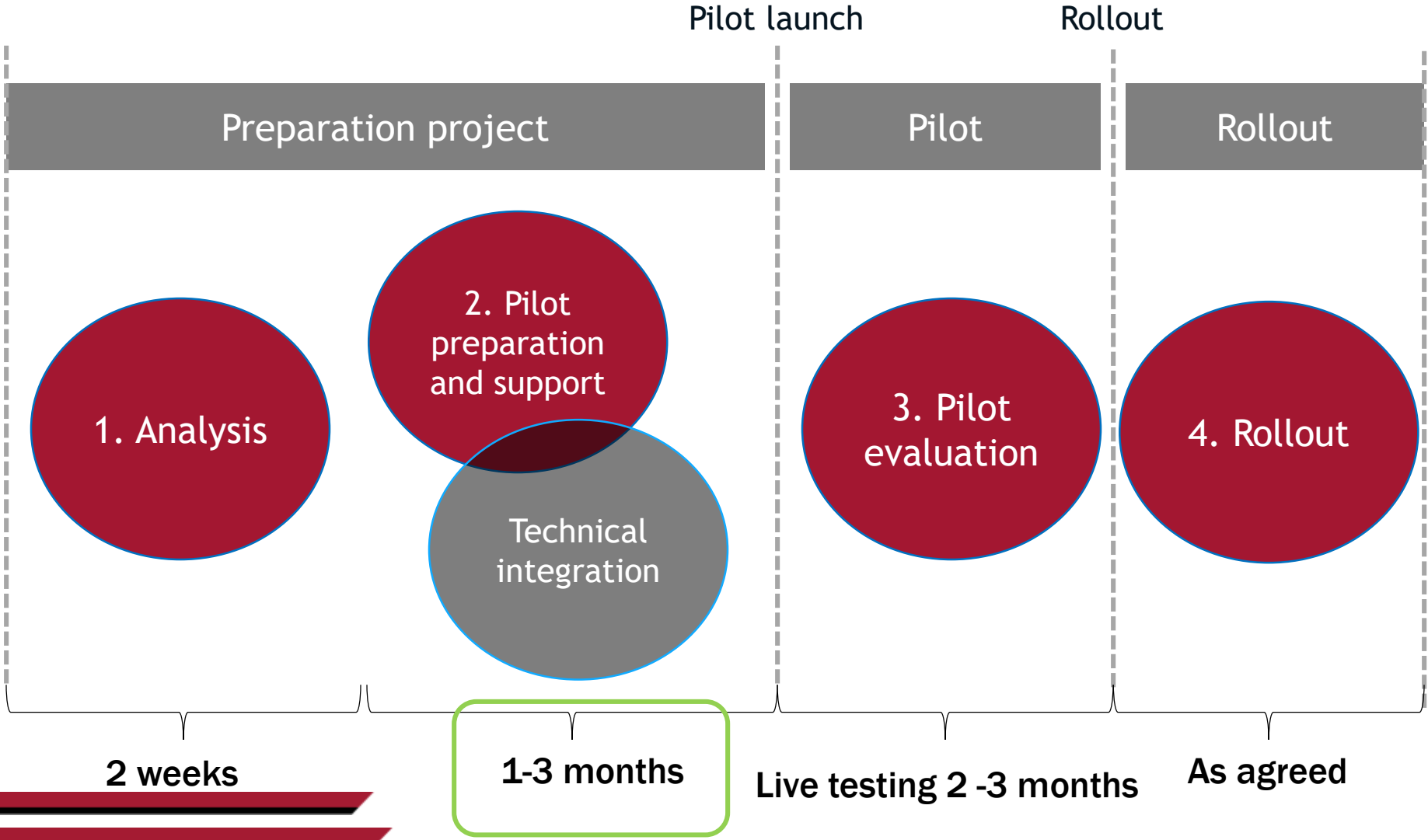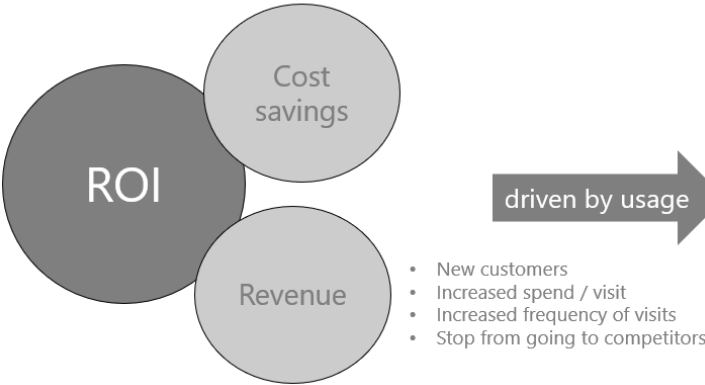
Right HW type and QTY

Presenting to customers

Attendant behavior

Store staff support

Define and follow up KPIs

Ensure you receive benefits

Suggested methodology with timeline

Summary and take away

- PartnerTech is releasing Alfred Self Checkout variation of models for different retail vertical

- Advanced security features are implemented

- Customization projects are available on demand

- Flexible business model with ISVs

- But not to forget

  - This is still the SCO project and all project phases needs to be performed

  - Only clearly defined SCO projects with aligned expectations between various Retailer's departments meets business goals

ROI
Cost savings
Revenue

driven by usage

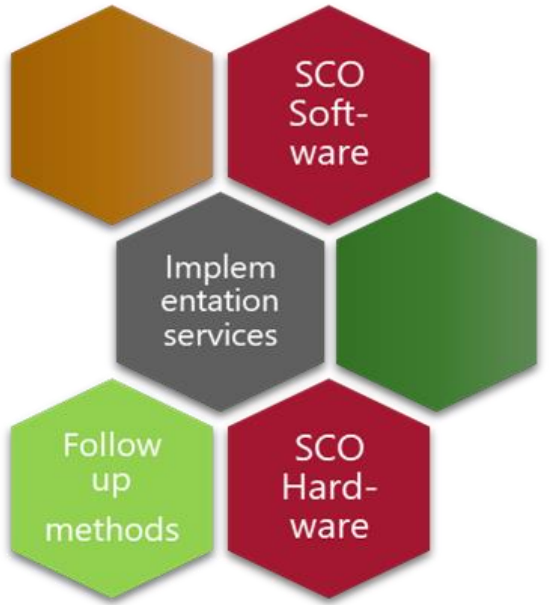User acceptance of technology is the key in reaching it

- New customers
- Increased spend / visit
- Increased frequency of visits
- Stop from going to competitors

Shopping experience becomes part of business case…

SCO Software
Implementation services
Follow up methods
SCO Hardware

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Thank you

Any questions?

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