

**IBM Self Checkout solutions**

*Innovating the customer experience*





## Addressing a growing demand for self-service

Consumers are embracing self-service technology more than ever before. In fact, they are coming to expect it. From airport kiosks and pay-at-the-pump gas stations to self checkout lanes in do-it-yourself, grocery and warehouse stores, shoppers are consistently opting to control their own transactions. According to “Market Study: 2007 North American Self-checkout Systems,” a recent study by the IHL Consulting Group, 98 percent of respondents have used self checkout, almost 50 percent have used it more than five times in the previous year, and 72 percent have readily accepted the technology in the marketplace without any negative connotations.

Meanwhile, the demand for self checkout continues to rise. In 2008, consumers will spend more than USD \$230.7 billion on self checkout transactions at retail stores, up 28 percent over 2007. What’s more, self-service solutions are paying off for retailers. Retailers that have embraced self-service technologies are enjoying a decrease in labor costs and improved customer service.<sup>1</sup>



### **Faster, more reliable and more flexible self checkout**

A key component of IBM Self Checkout solutions is IBM Checkout Environment for Consumer-Service (CHEC) software, which changes the way retailers implement and manage the self checkout environment. This powerful new software enables retailers to implement self checkout solutions more quickly and efficiently, helping to reduce deployment time and cost. Bringing together its successful and proven self checkout hardware with this groundbreaking software technology, IBM offers an even more rugged, flexible line of configurable self checkout solutions that give consumers and retailers more choices than ever before. IBM Self Checkout systems now can support a broad range of consumer preferences for payment, such as cash and cashless transactions, and offer a variety of belted

or scan-and-bag extensions that fit the needs of just about any retail environment. This latest IBM Self Checkout product line offers retailers an even greater opportunity to redeploy personnel and improve labor efficiency to help boost return on investment.

IBM Self Checkout solutions are designed to offer the following features and benefits:

- **Ultimate usability that innovates how consumers transact.** A consumer-driven ergonomic design and highly intuitive user interface help to optimize throughput and boost loyalty.
- **Robust solution manageability, which increases availability.** Front-end serviceable hardware systems and a comprehensive systems management solution enhance system uptime for around-the-clock store operations by proactively addressing issues before they disrupt operations.

- **Greater control and flexibility that extend functionality.** CHEC software puts control back into your hands, making it easier to manage and maintain a highly reliable, available self checkout environment. In addition, the software gives you the flexibility to configure and extend functionality to address your unique needs, while flexible hardware options can help optimize throughput in a variety of store sizes and layouts.
- **Industry-leading POS integration, which improves reliability.** A high-level point-of-sale (POS) interface facilitates a more robust client/server integration to leverage POS business logic and help increase reliability, making investing in self checkout easier than ever.



IBM Self Checkout solutions now include both cash and cashless models, providing the flexibility that you need.





## Next-generation self checkout boosts consumer and retailer benefits

### Ultimate usability

- *An improved ergonomic design helps enhance customer satisfaction and loyalty while speeding the checkout process.*
- *All peripherals are located in an intuitive, centralized, above-counter position, which helps improve transaction speed.*
- *Bill and coin acceptors and dispensers are all located together, above the counter, which reduces the chance that a shopper will forget to take his or her change.*

### Robust solution manageability

- *IBM Director and IBM Remote Management Agent software allow you to remotely or locally monitor, collect and filter availability and utilization thresholds—down to the device level—to improve IT staff productivity and establish a common control point for your store devices.*
- *Front serviceability allows you to place units back-to-back, taking up less space in tight retail environments.*
- *Printer paper can be replaced without the need to unlock system doors and covers, which limits shopper assistant access to cash devices.*

### Greater control and flexibility

- *New cashless models address the growing demand for cashless transactions while speeding up the self checkout process.*
- *A comprehensive set of tools allows you to take control of development, deployment and problem determination, thereby creating a unique self checkout environment.*
- *An embedded IBM DB2® database allows you to manage and store your security settings.*
- *IBM WebSphere® Application Server software enables you to access Web-based reports, giving you more control over when and how you view critical system information.*

### Industry-leading POS integration

- *IBM CHEC software helps reduce integration time and improve reliability.*
- *A high-level XML POS interface facilitates integration with a number of POS solutions.*

### IBM Checkout Environment for Consumer-Service software

Get ready for a whole new way to implement, enhance and manage self checkout. IBM CHEC software includes a comprehensive self checkout application and a toolkit that enables you or your business partner to easily customize the solution to differentiate the shopper experience as well as add enhancements. This powerful software enables new go-to-market channels—through third-party integrators—that extend the opportunity to implement self checkout in more environments than ever before.

The CHEC solution enables you to validate all self checkout transactions against a robust security database to help reduce shrink. And it features an open-standards-based toolkit that allows you to build new functionality, run simulations to verify POS integration and support the overall solution. CHEC software also features a number of customer-facing enhancements that make it easier than ever for your shoppers to make purchases in your stores.

In addition, with its new, high-level XML POS interface, IBM CHEC software now more tightly integrates with the POS application, providing improved system reliability that helps ensure that your self checkout lanes are always updated with the correct information from the POS.

Finally, this software environment incorporates robust manageability so that your self checkout lanes can remain open and available, which can help deliver greater customer satisfaction and increased throughput and ensure that you get the most out of your investments.

**IBM Self Checkout hardware**

The latest IBM Self Checkout hardware ranges from any-size-order belted solutions for supermarkets or larger stores to streamlined and standardized scan-and-bag models that are ideal for the retailer with a high percentage of express to midsize orders and limited front-end space. Designed for flexibility, all models are available in both cash-accepting and cashless configurations. The new cashless models not only help speed up throughput, but they may also help reduce your cash-handling overhead

and decrease your solution's maintenance requirements. All of the new IBM hardware models can be used in multiple checkout locations and departments or combined to fit your unique needs and to offer your customers a more satisfying self checkout experience.

The IBM Self Checkout models are designed for faster throughput and improved convenience to help enhance the shopping experience. Scan-and-bag models offer the smart bag removal feature, which allows shoppers to remove bags during an order without stopping the scanning process, helping to enable faster processing. The scan-and-bag models also offer configurable, three-level, weight-based security with adjustable security tolerances that help lower intervention rates. The belted models offer sophisticated weight and dimensional security verification by individual item to help speed checkout and reduce the need for shopper assistance, which can lead to increased throughput. A separate bagging area features an order separator that allows for simultaneous scanning/processing and bagging by shoppers or shopper assistants.

The new IBM AnyPlace™ Checkout system creates an ultra-compact and best-in-class self checkout offering for

non-traditional store placement—complementing IBM's proven self checkout offerings. Designed to optimize the self checkout experience in practically any location, this solution makes it possible for retailers to offer a cost competitive self checkout option in departments throughout the store, such as floral, health and beauty, and prepared foods. It may also be ideal for small stores with limited space for checkout—to help meet high-demand traffic periods and ensure that greater speed and convenience at checkout are provided to consumers.

**IBM Mobile Terminal software**

Designed to provide faster checkout and exceptional customer service, IBM Mobile Terminal patented software helps shopper assistants monitor and control self checkout lanes from virtually anywhere in the store and helps eliminate the need for a fixed, separate monitoring station. This device allows shopper assistants to control functions such as age verification. Most important, it allows your shopper assistants greater mobility, so they can work throughout the self checkout area to provide greater customer attention and help reduce shrink.



Take advantage of the new AnyPlace Checkout in smaller departments, such as floral and deli, or in smaller store formats



## IBM Self Checkout solutions at a glance

### Hardware

#### Lane models

- Cash/cashless scan-and-bag models running IBM CHEC and Microsoft® Windows® Embedded for Point of Sale (WEPOS) software
- Cash/cashless belted models running IBM CHEC and WEPOS software
- Cash/cashless scan-and-bag models running 4.x/5.x and Microsoft Windows 2000 software
- Cash belted models running 4.x/5.x and Microsoft Windows 2000 software

#### Core components

- System unit: IBM SurePOS™ 700 series Lane PC
- Display: IBM SurePoint™ flat panel, high-resolution, color touchscreen 15 in. (38 cm)
- Bill and coin acceptors and dispensers (cash models):
  - Accept all bill denominations: \$1 to \$100 (United States and Canada); £5, £10 and £20 (United Kingdom); €1 to €100
  - Dispense up to three bill denominations and up to six coin denominations
  - Bill and coin dispenser sensor detects forgotten change
- Supports multiple scanners, scales and personal identification number (PIN) pads
- Supports IBM SureMark™ Printer options
- Supports electronic marketing and Catalina coupons
- Optional feature components available

#### Dimensions

- All units are modular with uniform height of 32 in. (81 cm) and width of 35 in. (89 cm)
- Two-, three- and six-bag options available; total lane lengths can range from 125 in. to 177 in. (318 cm to 450 cm). Various belt lengths available.

## IBM Self Checkout solutions at a glance

### Software

#### Lane environment

IBM CHEC lane application components:

- IBM DB2 Personal Edition software
- IBM Remote Management Agent software
- IBM Store Integrator, including Store Integrator GUI and POS Business Component software
- Software developer toolkit

Operating system:

- IBM CHEC models: WEPOS software preload
- 4.x/5.x models: Microsoft Windows 2000 software preload

Language:

- Multiple language support

#### IBM Back-Office System Server (BOSS) environment

IBM CHEC back-office application components:

- IBM WebSphere Application Server software
- IBM DB2 Express Edition software
- IBM Remote Management Agent software

Operating system:

- IBM BOSS for IBM CHEC models/BW4: Microsoft Windows 2003 software
- IBM BOSS for 4.x/5.x models/BW0: Microsoft Windows 2000 software

#### POS integration

- Integration-ready interface available for a variety of POS applications
- IBM Application Client/Server Environment (ACE) reference solution, a preintegrated and tested POS integration solution

#### Mobile Terminal software

- Remote attendant response capability for all self checkout units (operates on existing Institute of Electrical and Electronics Engineers [IEEE] 802.11b wireless networks)

#### Limited warranty

- 24x7 phone support
- Limited warranty terms are specific to geography
- Extended warranty available

#### Support services

- Online diagnostic capability
- Project management, installation and training available
- Labor scheduling and operational best practices consulting
- Technical support available 24x7x365



**Proven track record, virtually unmatched experience**

IBM has more than 20 years' experience in self service and kiosk solutions, with extensive self service deployments world-wide. Having assisted numerous retailers with consultation, installation, integration, best practices and support services, IBM is a proven leader in self checkout solutions. Plus, IBM has a substantial ecosystem of IBM Business Partners that can help you customize your system to address your unique needs.



*Specializing in Retail Control Systems Since 1967*

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<sup>1</sup> IHL Consulting Group, *Market Study: 2007 North American Self-Checkout Systems*; analysts Lee Holman, Jerry Sheldon and Greg Buzek; September 6, 2007.