



**ARE YOU PREPARED
FOR THE FUTURE?**

Strategies for tomorrow's business solutions
from SERVICE STATIONS INTERNATIONAL

WINCOR
NIXDORF

EXPERIENCE MEETS VISION.

RETAIL MARKET CHALLENGES

GLOBALIZATION
→ Global Expansion
→ Mergers/Consolidation
→ Global Procurement

NEW TECHNOLOGIES
→ Plug & Play
→ Web Technologies
→ Wireless Communication

KEY SUCCESS FACTORS

REDUCE COMPLEXITY AND COST

SUPPORT INTERNATIONAL EXPANSION

OPTIMIZE END-TO-END BUSINESS PROCESSES

DISCOVER THE OPPORTUNITIES BEHIND MARKET CHALLENGES

We know how to master the economic pressures of today's Service Station business.

Globalization, growing competition, new technologies and channels, rising HR costs and, not least, customers who frequently change their brand loyalties – the conditions of today's market are quite simply challenging.

They call for comprehensive and innovative solutions: ideas that transcend traditional market concepts and tap new potential.

At Service Stations International we have been developing successful IT solutions for the petroleum and convenience store industry for almost three decades. The cooperation with our industry leading retail and banking divisions, combined with our extensive experience, gives us the ideal platform to think ahead.

This position enables us to offer you an integrated portfolio covering products, solutions and services – a portfolio that not only supports current market requirements, but can also respond dynamically to future challenges.

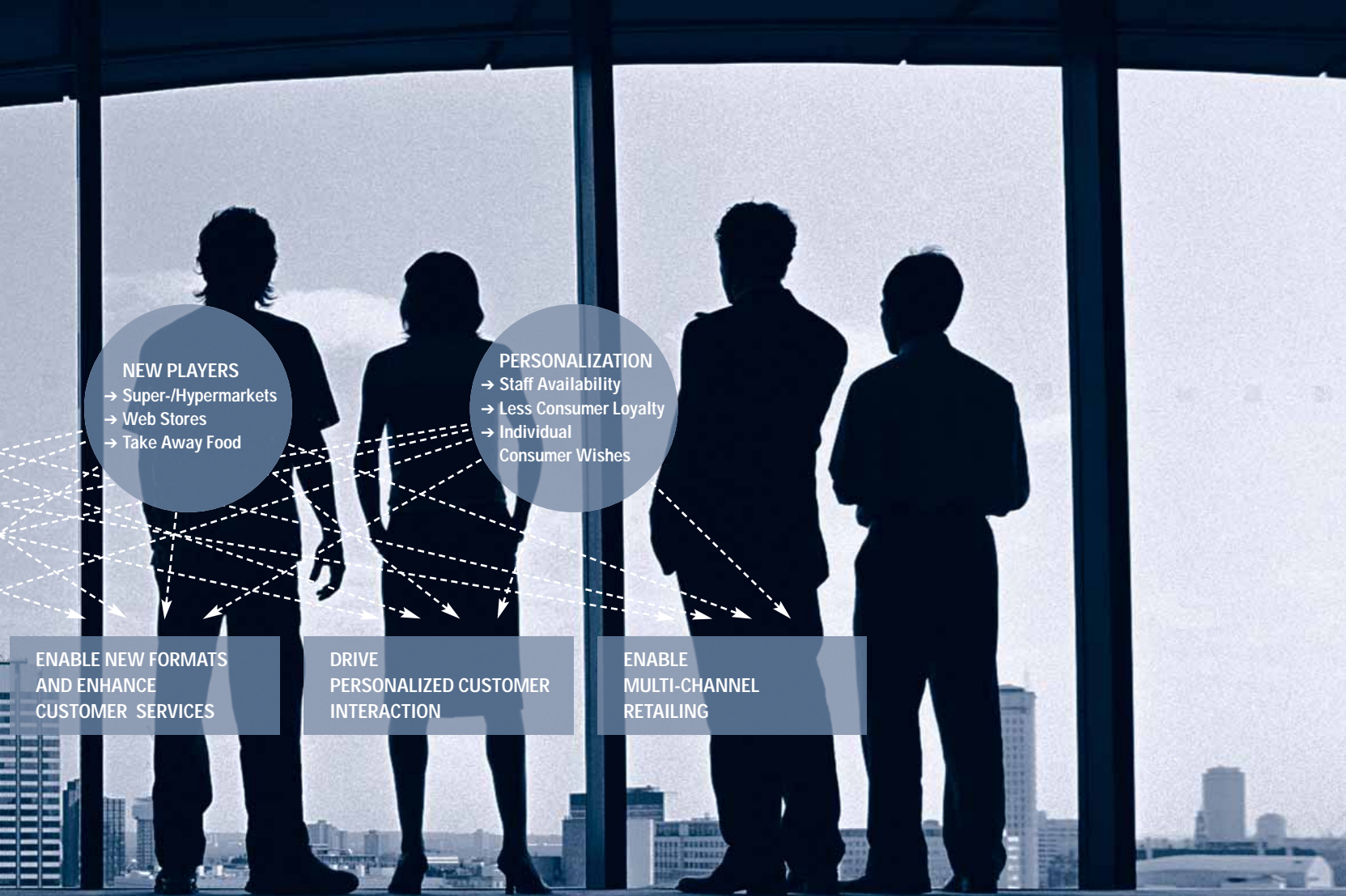
The key success factors are:

■ Reducing complexity and cost

We are continuously improving our products and solutions to make them simpler, more economical and more efficient. Plug & Play, optimized Total Cost of Ownership (TCO) and Mean Time between Failures (MTBF) are just some of our major focal points.

■ Supporting international expansion

We can call on our regional offices and a network of partners spanning over 90 countries to provide global solutions



NEW PLAYERS

- Super-/Hypermarkets
- Web Stores
- Take Away Food

PERSONALIZATION

- Staff Availability
- Less Consumer Loyalty
- Individual Consumer Wishes

ENABLE NEW FORMATS
AND ENHANCE
CUSTOMER SERVICES

DRIVE
PERSONALIZED CUSTOMER
INTERACTION

ENABLE
MULTI-CHANNEL
RETAILING

and service platforms to meet the complete range of customer needs. Our flexible, straightforward solutions are easy to integrate and they satisfy any given language and legal requirements.

■ Optimizing end-to-end business processes

Mapping all business processes, from individual Petroleum/Convenience stores all the way up to the central office, with a single software solution minimizes costs and boosts IT efficiency: after all commercial decisions can only be effectively supported if strategically important data can be moved quickly and reliably around the organization. Wincor Nixdorf is an innovative partner providing complete end-to-end solutions that are optimally matched to each Petroleum retailer's business processes.

■ Enabling new formats and enhancing customer services

With our broad-based experience across a variety of industries, above all retail, we are familiar with the products and processes in other segments. Utilizing this expertise, we work with you to explore new ideas and provide your customers with new services. These new components can then be easily, efficiently and smoothly integrated into existing systems.

■ Driving personalized customer interaction

You can only win over new customers if you address them as individuals. But such measures often prove a drain on personnel resources. Fully automated solutions like Virtual Shop Windows, Kiosk Terminals and Electronic Shelf Labeling provide value-added information and services for your customers. In addition to supporting customer retention, these tools have been developed with an easy integration into existing IT landscapes in mind.

■ Enabling multi-channel business

Global networks and cellphones represent a basis for totally new sales and service channels, but they also add to the competitive pressures. To be used most effectively, they need to be incorporated into existing systems with a minimum of extra cost and effort.



INDIVIDUALIZED STANDARDS

SOLUTIONS

- Global Industry Standards
- Open Interface Architecture
- Multi-Language
- Plug & Play
- Reduced MTBF

GIVE SIMPLIFICATION

THE GREEN LIGHT

**Reducing complexity and cost –
that’s the way we think, we work,
we are.**

At first glance, perfectly customized IT solutions may appear ideal. They are, however, expensive.

And as such probably not the best proposition if you want to stay competitive in a globalized retail environment.

Our answer lies in standardization:

■ **In our solutions –**

Making it possible to easily link up proven standards and new technologies.

■ **In our methodology and processes –**

From the initial analysis of requirements to the rollout of the final solution.

■ **In our services –**

From global market research, through cooperating with partners and customers, to generating new products and services.

In other words – we can achieve more with less effort:

- Fully delivering on customer requirements through
 - function-rich and easily adapted core solutions
 - tried and tested analytical methods
 - joint analysis with customers to precisely identify individual needs



- Reduced Total Cost of Ownership through
 - wide use of standards and component-based architecture
 - remote upgrades and maintenance
 - integration of third-party solutions without incurring substantial cost
- Fast development and implementation through
 - functional enhancements that are developed quickly and easily
 - reduced time to market for new ideas/initiatives
 - global solutions
- Easy integration of third-party solutions through
 - open architecture
 - high level of flexibility to choose functionalities from providers that best suit business requirements

We believe that simplifying processes, reducing costs and improving customer services are top priorities for maintaining a competitive edge, the platform for future business.

SERVICE STATIONS INTERNATIONAL

Service Stations International with its global network of partners and consultants is dedicated to preparing and equipping you for the future. Comprised of flexible sets of modules, our complete solutions have been developed for all types and sizes of service stations – local, international or global.

A single core solution for all markets supporting:

- easy integration through open interface architecture of new EFT, BOS, HOS and legacy systems
- global industry standards: UPOS/OPOS*, PCATS*, XML *, IFSF*, O.P.I. (founder), ARTS*
- multi-language *= Membership

We provide a worldwide network for service, support, training and consulting.

Service Stations International generally works as the prime contractor, assuming full responsibility for the entire project.



EXPERIENCE IS THE ROAD TO VISION

DRIVE SAFELY

We know how to implement success – with our tools, methods and processes.

To turn ideas into reality, make country-specific adaptations or integrate external components into existing systems – this requires systematic and clearly structured effort within uniform processes.

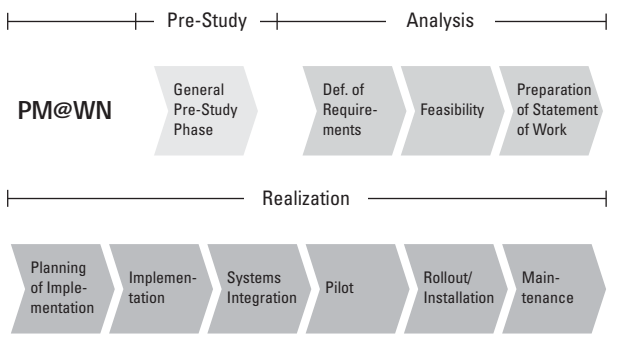
Service Stations International relies on proven tools and guidelines developed over the years. Its wealth of experience, the product of numerous international projects, is enhanced by the ongoing transfer of knowledge within the global Wincor Nixdorf organization. In other words, a solid platform of success, which translates into a guarantee for quick, reliable, simple and efficient project solutions.

In detail, this includes

■ **PM@WN - Project Management**

A system-based approach made up of methods, tools, qualification programs and instruments of control to ensure that every project goes according to plan. The uniform PMI standard guarantees global project consistency and transparency.

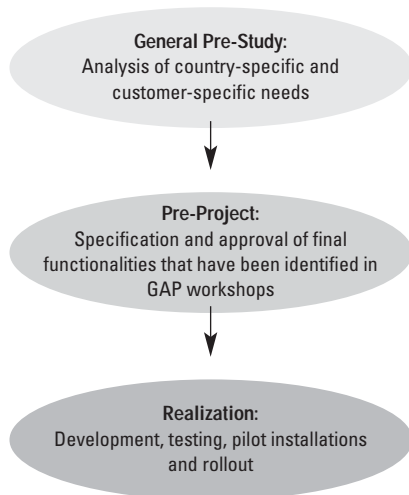
Specially trained and certified project managers plan, organize and control the project through to a successful conclusion. And here, compliance with schedules, budgets and assured quality are key of every action.





■ **CIP - Country Implementation Process**

A three-phase model for all sub-processes required for the implementation of IT solutions. It takes both customer- and country-specific needs into account and involves local staff in the project from an early stage. Through the joint and precise analysis of requirements unnecessary development costs are avoided.



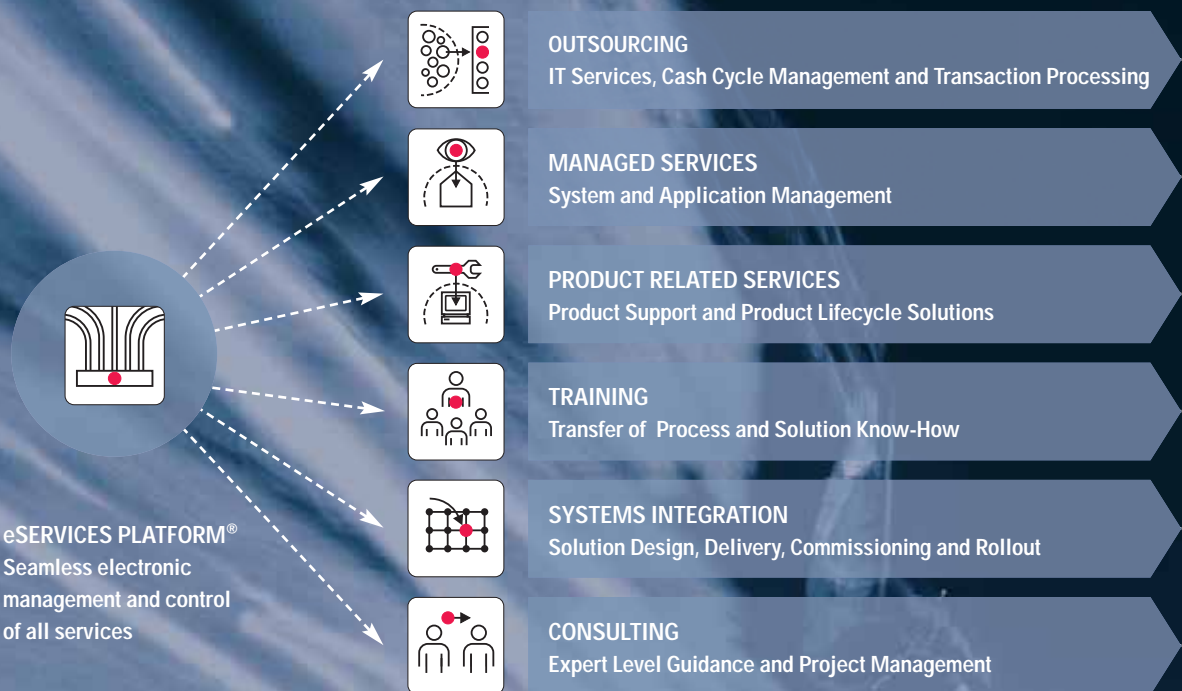
■ **BEST PRACTICE**

Each country has its own special requirements. But this doesn't mean that we start from scratch on every project, developing a wholly customized solution for each country. At Service Stations International we combine the most practicable components – drawing on our technology and know-how – to produce truly comprehensive global solutions. Solutions capable of catering to individual specifications - without reinventing the wheel.



■ **ROADMAP Workshops**

To explore and generate new ideas to answer changing needs, we organize regular ROADMAP Workshops with our customers and partners. In addition to driving IT solutions forward, these forums provide an overview of market developments, help pool valuable experience, and pave the way for tomorrow's visions.



OPTIMIZE YOUR BUSINESS WITH UNLIMITED SERVICES

We know how to take care of your global service station network.

Helping you to achieve your top business objectives not only means providing leading technology solutions but also delivering best-in-class services to ensure that you realize the maximum value from your solution.

Whether the need is managing a complex technology implementation, developing a custom training program, providing ongoing technical support, or delivering equipment maintenance across a widely distributed network of sites, SERVICE STATIONS INTERNATIONAL let you focus on your core business while providing comprehensive services.

■ Consulting

Benefit from the know-how of our specialists: Improve your business processes through expert consulting, optimize your infrastructure or use our services for targeted knowledge transfer.

■ Systems Integration

In global competition, time-to-market is a decisive factor: Only companies that get new solutions ready for market faster than their competitors can safeguard their long-term success. That requires IT applications that are optimally tailored to a company's business processes - and their perfect interaction. Our team of consultants, IT architects and system specialists develops the optimum solution according to your needs and ensures its smooth realization and integration into your existing system landscape from delivery to commissioning and rollout.

■ Training

Any time a new solution is implemented in an organization changes occur, and that organization is affected in some way. Our training services ensure that the people in your organization are linked effectively to the new business

Empowering your trouble-free and cost-saving business transformation.

Performing your daily business with operational excellence and efficiency.

Ensuring your highest product availability and „easy of use“.

Linking people in your organization effectively to new business processes and technologies.

Shaping your solutions for a smooth realization and integration into your existing landscape.

Optimizing your business processes and infrastructure through targeted knowledge transfer.

These services increase maximum availability of your IT landscapes while driving a high return on investment.

processes and technology changes. The trainings (Train-The-Trainer/End User Training) are based on customer-specific business needs and offered as classroom, onsite and e-Training.

■ Product Related Services

Our services covering all aspects of product deployment and live operations are geared to making the use and operation of our solutions as easy and reliable as possible over the entire life cycle.

→ Product Support

Wincor Nixdorf provides a range of standard product maintenance and repair services to ensure high product availability and to maximize the return on investment for our customers.

→ Help Desk

Delivering great customer service requires your system to operate properly at any time.

Our global Service Help Desk - the Wincor Nixdorf Customer Care Center - provides the expertise to ensure your operations run smoothly at all times and that you receive accurate help 24 hours a day, seven days a week either web-based or by phone.

■ Managed Services

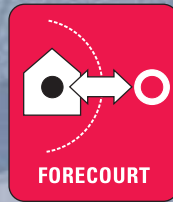
With our Managed Services we assume responsibility for system and application management. We offer preventive maintenance through centralized remote monitoring, administration and control of your IT infrastructures. They reduce the workload on your organization, ensure high availability of your infrastructures and cut operating expense.

■ Outsourcing

More and more companies are coming to realize the advantages of selectively outsource areas that are not part of their core business. With our many years of experience in this area we implement end-to-end solutions for you by means of standardized processes. Outsourcing with Wincor Nixdorf means more efficiency, comprehensive transparency and higher quality, at less cost.

■ eServices Platform®

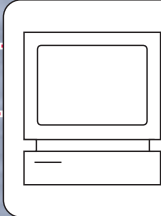
The Wincor Nixdorf eServices Platform® integrates and networks people, processes and ICT infrastructures into a powerful synthesis to enable electronic handling and real-time transparency of service processes and delivery of our service portfolio to customers all over the world.



Control and integrate your complete forecourt through holistic solutions from unmanned to full service.



Efficient site operation and increased profitability through optimized end-to-end business processes.



THINK INTEGRATED

WELCOME TO OUR *i*-SERVICE

We know how to manage everything with a single innovative solution: the *i*-SERVICE STATION.

Is there any reason why the pumps, price sign, ATG's, car wash, security cameras, restaurant and lottery... why all the components of an advanced Service Station - cannot be controlled from a central POS system?

No, not if you have an intelligent solution.

Service Stations International offers a complete yet simple and proven POS solution incorporating all the components, regardless of the station's size or type of operation. The one-stop solution: the *i*-SERVICE STATION.

The core of *i*-SERVICE STATION is NAMOS compact - our industry-leading global POS solution. Its multi-layer software architecture is entirely based on Microsoft® platforms and technologies, reducing complexity and cost.

NAMOS compact manages the entire service station operation - from Forecourt to Head-Office.

Thanks to its open architecture, new products and services – Cash Management, Lottery, Visual Merchandising and the like – can be seamlessly connected; this also applies to Outdoor Payment- or Car Wash Terminals.

i-SERVICE STATION is the answer to all the challenges presented by both consumers and the market. It allows you to respond to future market demands by giving you the opportunity to actively influence and shape your customers' requirements.



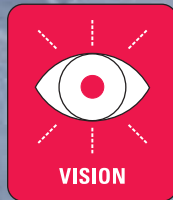
**RETAIL
CONVENIENCE**

Gain additional revenue through innovative and retail-proven customer service solutions.



**SERVICE/
SUPPORT**

Maximize the value of your business through our comprehensive service and support portfolio.



VISION

Join us and be one step ahead of your competition by exploring the latest market trends.

**NAMOS
compact**

STATION

But the *i*-SERVICE STATION does not only function as a complete package. Its modules can be used individually giving you the flexibility to adapt to the wishes and needs of your customers.

■ **Forecourt**

Comprehensive solutions from unmanned to full service are offered to smoothly run the complete forecourt - either directly via a reliable and economical IFSS-compliant software technology or via hardware-based industry controllers.

■ **Site Management**

Petroleum Retailers continuously face the need to improve every aspect of their operation - from managing their employees, to securing the store and increasing site profitability. Managed by our industry-leading POS solution, our flexible set of site management solutions will help you to achieve these objectives - at store and headquarter level.

■ **Retail Convenience**

Increase revenue and customer service through our innovative portfolio of proven and integrated retail convenience solutions.

■ **Service/Support**

The wide range of product-related, managed and consulting services help you make your business processes more efficient, flexible and productive.

■ **Vision**

The *i*-SERVICE STATION encompasses all of the visionaries solutions that promise to open up new prospects and new horizons for the petroleum retailer.

No matter what the service station size: our *i*-SERVICE STATION gives you the flexibility needed to respond to today's – and tomorrow's – business challenges.

***i*-SERVICE STATION:**

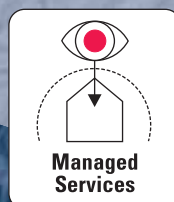
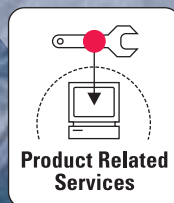
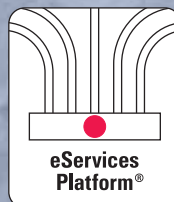
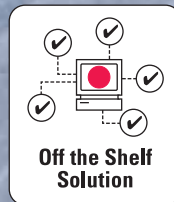
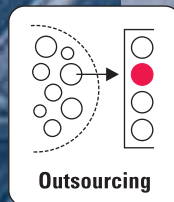
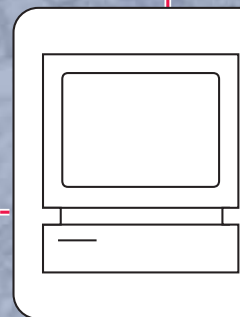
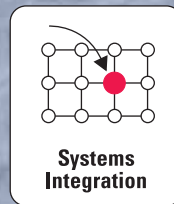
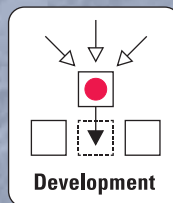
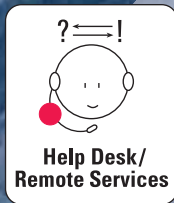
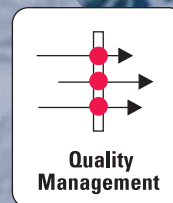
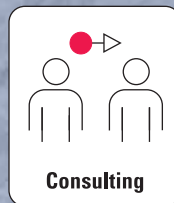
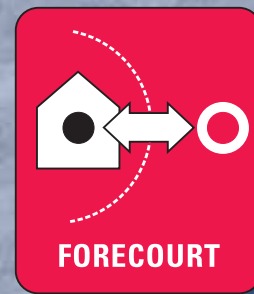
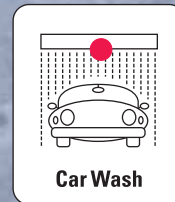
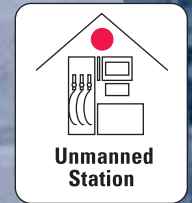
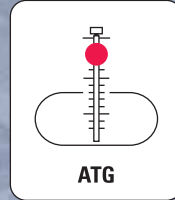
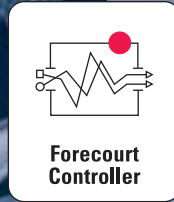
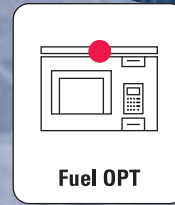
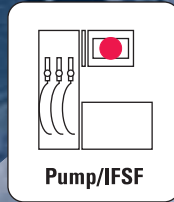
***i*-NTEGRATIVE**

***i*-NNOVATIVE**

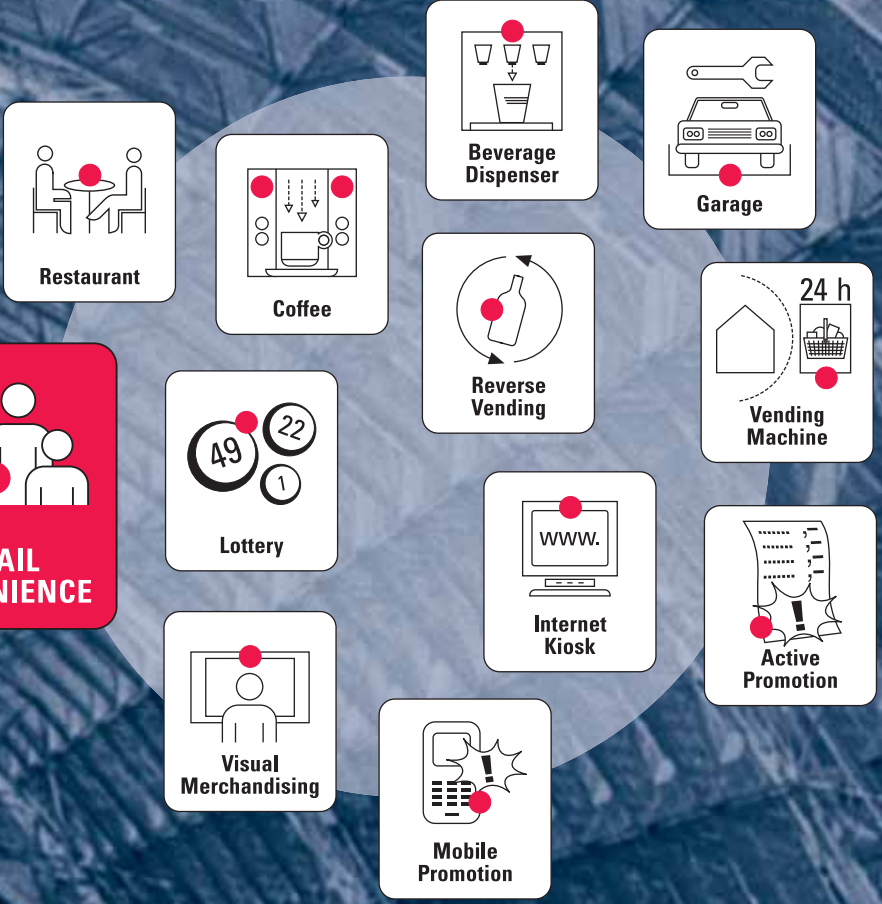
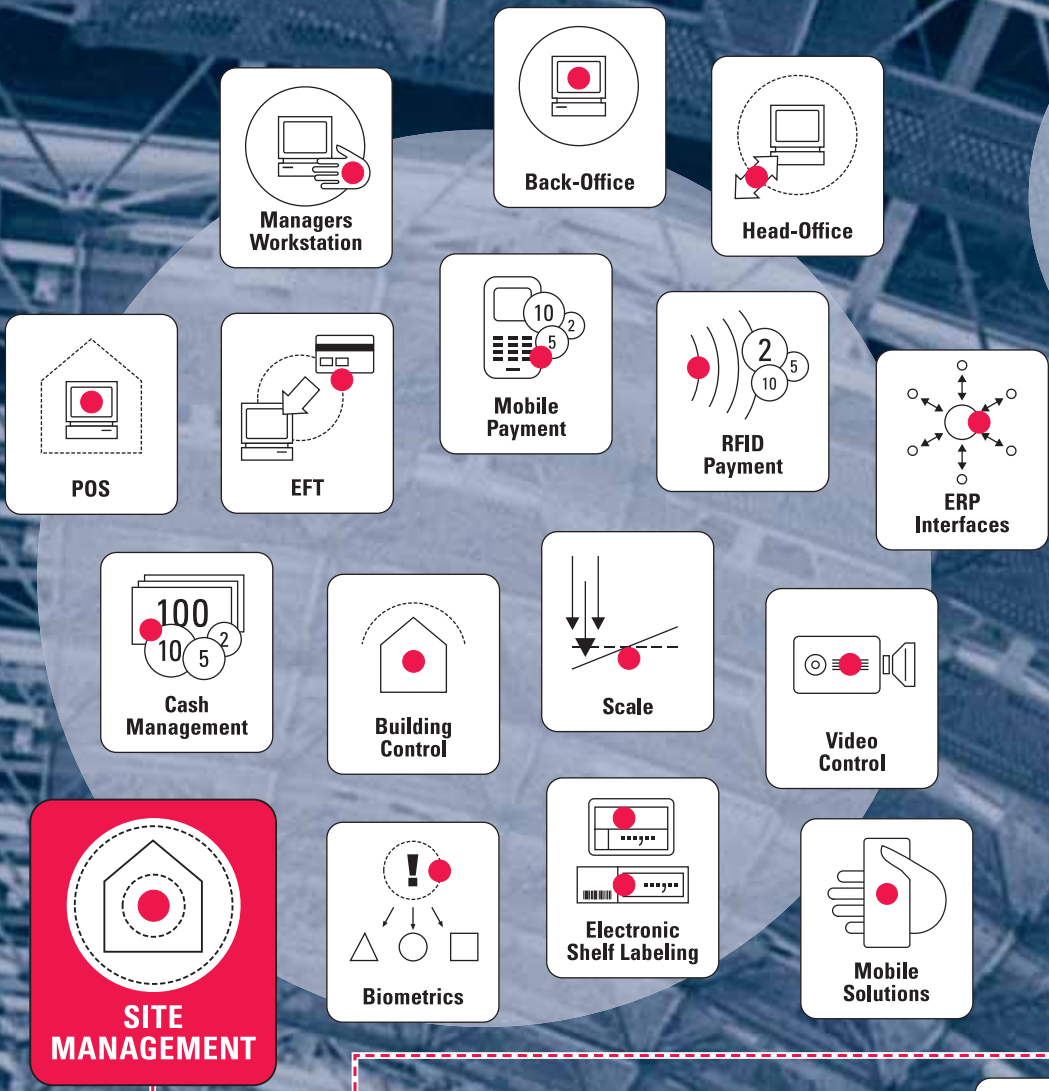
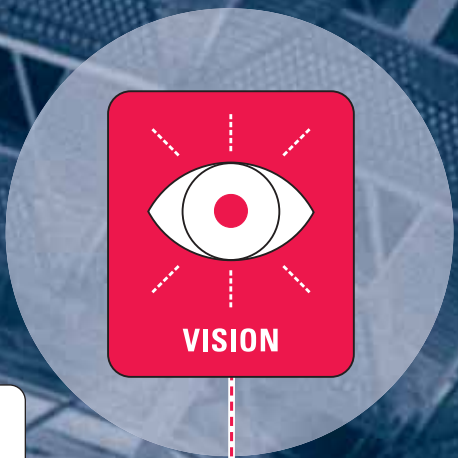
***i*-NTERACTIVE**

***i*-NTERNATIONAL**

i-SERVICE STATION:
Integrating all processes
to produce seamless
end-to-end compatibility
from Forecourt
to Head-Office.



i-SERVICE



NAMOS compact

STATION



KEEP IT SIMPLE CONTACT US

Customer dialog is essential. And customer success is what drives us on.

At Service Stations International the customer comes first. Your individual needs, the specific requirements of your organization, and last but not least your success are our top priorities. We are open to new ideas and don't easily accept constraints.

So if you are looking for new, innovative solutions, target-oriented and developed by people with team spirit – then just give us a call.

Founded in 1981, Service Stations International has a long tradition of driving innovation in Point-of-Sale solutions.

This legacy lives on today, reflecting the company's continued commitment to excellence.

"Wincor Nixdorf's vision is based on a half century of experience. As a provider of comprehensive IT solutions and services, we are one of the top addresses worldwide.

We create efficient, customer-friendly processes through the depth of our know-how and the breadth of our consulting and services."



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HAVE A LOOK

HERE ARE MORE DETAILS