

Self-checkout's popularity continues

The acceptance of self-checkout solutions that enable customers to scan and pay for their purchases independently has increased significantly over the past two years, according to Retail Banking Research (RBR). As documented in the British market research company's recent study "Global EPOS and Self-Checkout 2009," the number of installed self-checkout systems is estimated to increase almost threefold by the year 2012, reaching a volume of 250,000 systems worldwide. In 2009 alone, the installed base in Western Europe has increased by almost 50 percent compared with last year.

This development is accompanied by a noticeable increase in tenders for self-checkout solutions, confirming Wincor Nixdorf's assessment that demand for concepts that help increase efficiency and optimize costs remains high even in difficult economic times. Over the course of the current business year, Wincor Nixdorf has won several major international tenders. The company has worked with retail customers from more than 20 countries on over 30 projects, introducing tailored solutions for process optimization and automation.

The aim of automating daily routines is to reduce costs, involve employees in customer and value-adding processes, and increase customer satisfaction.

While the food sector has moved steadily to introduce self-service systems, other sectors are now considering self-service technology as well. For example, a number of home improvement stores, electrical retailers, furniture stores, fast food chains and service stations have begun working on a range of projects with Wincor Nixdorf.

Wincor Nixdorf owes its success in automated checkout solutions to its modular and scalable solution portfolio for self-service and assisted self-service checkouts. The company also provides all the necessary associated services, such as implementation and integration in existing infrastructures as well as adaptation to customer-specific processes and systems,

and is thus able to ensure significant cost-cutting potential. The company's portfolio has also been expanded to include solutions for automating cash processes through closed cash cycles and recycling, and for both self-service systems and attended points of sale. The aim is to increase security and productivity in connection with cash processing, including downstream processes.

Wincor Nixdorf accompanies retail customers through their entire change management process, from the consulting phase right up to the selection and implementation of self-service and traditional POS systems. This enables the ideal combination of customer orientation and cost reductions for each retail customer.



Controlling interest in Canadian retail IT specialist

Wincor Nixdorf now owns a controlling interest in Connections Canada Inc. (CCI). With its 51 percent stake in the retail IT company, Wincor Nixdorf aims to expand its sales in the Canadian market. Under the umbrella of the Wincor Nixdorf Group, CCI will continue its expansion with the current management team. The Toronto-based company, established in 1987, has more than 100 staff either employed or as partners. It is one of the market leaders in the Canadian market for automated retail solutions.

CCI's current offer includes the sale and service of POS solutions, the integration of retail software solutions and the implementation of broadband-based network solutions. In addition to its home market in Canada, CCI has subsidiaries in the United Kingdom and Malaysia. Both will be linked to existing local Wincor Nixdorf subsidiaries. In the future, CCI Canada will operate under the name "CCI – A Wincor Nixdorf Company."

"In past years, CCI has developed an excellent market position with high cus-

tomers intimacy and has a proven management team to continue the company's success," says Herbert Machill, Senior Vice President of Global Retail Solutions at Wincor Nixdorf.

"Through the cooperation with Wincor Nixdorf, we gain access to a broad range of products and the know-how of a market leader," says CCI's President Greg Woods. "This will allow us to expand our solutions-based offer to support both existing and new customers even more effectively than we have in the past."