

Wincor World 2010 to focus on cash cycle management

by [Tracy Kitten](#) * • 23 Nov 2009

Cash-cycle management will be the focus of Wincor World 2010, says [Wincor Nixdorf AG](#), the host of the annual ATM event.

Set for Jan. 26-28 near Wincor Nixdorf's headquarters in Paderborn, Germany, Wincor World invites IT decision-makers from all over the world to join in the discussion on IT solutions that enable the optimization of branch and store processes at retail banks and retail companies. The floor of solutions will span 10,000 square meters, Wincor Nixdorf says.

As in years past, a prominent feature of the event is the targeted transfer of know-how through a program of presentations.

This year, Wincor Nixdorf is placing solutions for cash management at the heart of the event.

With its Cash Cycle Management Solutions portfolio, Wincor Nixdorf is presenting itself as an end-to-end supplier for the design of intelligent cash processes:

A number of solution scenarios demonstrate how the redesign and automation of cash processes through innovative technologies can significantly increase efficiency, transparency and security. As a result, savings of more than twenty percent in the costs of cash processing can be achieved. Wincor Nixdorf's approach rests on streamlining cash management in retail stores and banks, but beyond that it intelligently connects cash processes across sectors. The company will therefore present not just concrete solutions for cash processes in bank branches and stores, but also concepts for cross-sector cash cycle management.

Another focus of Wincor World will be software that supports multichannel integration within financial institutions. With the net-centric ProClassic/Enterprise Retail Banking Solution Suite, Wincor Nixdorf will demonstrate how the existing infrastructure of the Internet sales channel can be optimally implemented on Internet-capable mobile-terminal devices, thus serving as an additional channel for end-customers.

The integrated technology approach means that existing business services also can be enabled for mobile use through the suite's software products PC/E Direct Marketing, PC/E Monitoring, PC/E Cash Management and PC/E Payment Services. Then, for example, real-time mobile monitoring of error and status reports from the self-service network will be possible on any mobile terminal device. But the platform's multichannel approach means that these functionalities can also be offered for the other sales and service channels, such as self-service, the branch and call centers.

Security is another focus, the company says. Wincor Nixdorf's ProTect security solutions cover single systems, entire stores or branches and cross-sector processes, and offer answers to a variety of attack strategies. From data and software security to cash security, identity and access control, and security monitoring, all aspects are expected to be covered during Wincor World.

Banks and retail companies interested in reopening, redesigning and optimizing their branches will be interested in the WIN@Branch portfolio for banks and the WIN@Store for retailers. The concept begins with consulting and an analysis of branch or store processes, and extends to the operation of complete branch or store networks.

For the first time, Wincor Nixdorf will be presenting an integrated showcase on the topic of cashless payment. Visitors will discover how to organize and carry out transaction acceptance and the processing of cashless payments internationally, from the POS to the acquirer's host, just the way this will be possible in the future within the framework of the SEPA stipulations.

Innovative checkout scenarios are a focus of the portfolio of retail solutions: from mobile shopping to self-checkout and traditional staffed checkouts, visitors will discover how to improve customer service, optimize processes and reduce costs.

The TP Application Suite, a fully integrated software package at the store and enterprise levels, controls all of a retail business's store-specific processes. The software's benefits range from control of the store landscape to new possibilities for enhancing customer loyalty to improvements in customer service and work processes. Particular attention will be given this year to the topic of customer loyalty. The software module TP Loyalty builds on numerous functions from TP Application Suite to form a flexible customer loyalty instrument with precise customer segmentation mechanisms, targeted campaigns and customer loyalty programs, as well as immediate controls of the effectiveness of individual promotional measures.

Wincor Nixdorf has expanded its services portfolio, and at Wincor World the entire offer of future-oriented services for banks and retail companies will be on display. One important topic is the Global Services Delivery Processes. Services from a call center are bundled at a central location and made available to customers all over Europe, enabling quick and expert support for banks and retail companies and rapid recovery times.

In order to simplify the selection and combination of individual product-related services, support pack offers have been developed. These offers bundle standardized services for a fixed price.

The integrated concept approach envisions that every newly sold piece of hardware will be accompanied by an offer for manufacturer service, Wincor Nixdorf says: Solution packages are part of the Managed Services portfolio. They extend from the operation of self-service systems to cash cycle management and all the way to the operation of the complete information and communications structure in a branch or store. The solution packages are modular and can be put together individually for each customer. Using the new connectivity box and a simple plug-and-play connection, Wincor Nixdorf can remotely monitor customer systems around the clock. Sources of error and faults are noticed immediately and can be rectified right away.