



**Torex™ LUCAS-POS** is the easy-to-deploy, adaptable technology solution that seamlessly integrates retail store operations so you can always deliver compelling shopping experiences to your customers.

#### The challenge

The consumer today is looking for a whole new experience from retailers. For example, a man picking up bread and milk at the local grocery avoids waiting behind the woman with two large carts of goods by using self-checkout – scanning the items himself and quickly paying by credit card.

Are you meeting this type of expectation? Or are you falling behind because your systems are too unwieldy to adapt to the rapid changes in retail? You could be missing opportunities to please your customers while your competitors offer:

- Speedy and accurate checkouts
- Complete product and brand availability in stores and online
- Personalised promotions on sales floors and at point of service (POS)
- Self-service for queue busting
- Redemption of gift cards and online coupons at all locations

#### Define customer experience with Torex LUCAS-POS

Torex LUCAS-POS enables you to rapidly develop and deploy the strategic technologies that help you deliver superior sales and service. Our solution seamlessly integrates POS and retail applications, business systems and databases across your entire organisation. As a result, your enterprise – even when it spans multiple continents – operates as one agile, fully networked value chain.

Adapt to the rapid advances in retail technology and outpace the competition with the powerful capabilities delivered by Torex LUCAS-POS, including:

- Next-generation POS systems such as mobile devices and kiosks
- Contact-less payments
- Integrated in-store and online shopping
- Advanced security controls
- Enterprise- and store-wide reporting of sales and stock
- International and multilingual support for taxes, currencies and compliance
- Rapid stock replenishment

With Torex LUCAS-POS, you can focus less on technology and more on your core retail operations: merchandising, marketing and pleasing your customers.

### The solution

Torex LUCAS-POS combines innovative retail applications into one flexible, scalable and feature-rich platform. Designed especially for large and medium-sized international retailers, it is deployed in 29 countries and 16 languages. And like all our solutions, it is backed by over 20 years of Torex retail and technology expertise.

#### The complete retail management platform

Torex LUCAS-POS includes all the core capabilities needed for controlling POS and back-office operations. Out of the box, it provides powerful, comprehensive functionality, so you'll never have to write thousands of lines of custom code to launch a new location or introduce technology innovations at your existing stores.

#### Open technology

Torex LUCAS-POS is designed with open databases, industry-compliant standards and the principles of Service Oriented Architecture (SOA). It integrates with a wide range of industry-standard operating systems, databases, application servers and middleware. As a result, you can continue to enjoy the benefits of your current business systems without an expensive, wholesale change to your infrastructure.

Because the platform is developed with Java, our solution operates system- and hardware-independent to enable quicker deployment and simpler maintenance. Java's modular, object-oriented programming (OOP) model lets you rapidly develop applications and re-use existing code.

#### Flexibility and scalability

Torex LUCAS-POS is highly configurable, so you can easily adapt it to your company's IT environment without painful customisation efforts. You can also tailor your core applications to suit your particular processes and requirements within the central store management system (SMS) module interface.

Our solution provides full central management capabilities. IT professionals can propagate changes throughout all your stores quickly and securely – no matter how many locations you operate.

#### The next generation of POS

Torex LUCAS-POS includes a variety of flexible, user-friendly POS options. You can choose the right one for your organisation or for individual stores, departments or employees.

#### Intuitive interfaces

Little to no instruction is required with our POS systems, which bring temporary employees up to speed quickly and save training costs. Additionally, you can configure POS applications that emulate traditional and familiar touch-screen operations.

#### Contact-less payments

On-the-go shoppers want to check out as quickly as possible. When you offer purchasing with smart cards, key fobs and other RFID-enabled devices, you increase buying frequency and customer loyalty.

#### Advanced loss prevention

Protect your inventory, receipts and customers with:

- Alerts that contact you about irregular activities
- Payment Card Industry Data Security Standards (PCI DSS) compliance
- Secure Electronic Funds Transfer (EFT)
- An interface designed to mimic the work style of an auditor or security officer in retail (e.g. in investigating fraud)

#### International and multilingual support

Our solution supports a wide range of localisation libraries for the languages, taxes and currencies of numerous nations, including the euro. This helps ensure you maximise receipts and achieve compliance with local and European Union regulations. And because Torex LUCAS-POS already operates across 29 countries, chances are it's ready for your market.

#### New sales opportunities with POS

The Torex LUCAS-POS platform enables you to increase revenues at POS with sophisticated application engines that:

- Deliver promotions and extend special offers
- Provide loyalty bonuses and rewards
- Sell and reload gift cards
- Redeem coupons and manage third-party offers



#### Back-office productivity

Success depends not only on the actions of employees and managers on the sales floor, but also on the effective management of people and processes behind the scenes. Torex LUCAS-POS integrates customer-facing operations with the back office so that the store functions cohesively and productively.

#### Inventory and supply chain management

Torex LUCAS-POS interfaces with market-leading back-office systems to allow replenishment of dwindling stock and identification of items that are not selling to control carrying costs. Comparing sales and returns data with inventory information from the warehouse or local storage, you can create graphs, charts and other visual representations to analyse stock levels. By combining our solution with best-of-breed stock management systems, you can make sure your shop is never out of the products that are in demand.

#### Pricing control

Setting correct prices is challenging when a product can be sold with accessories, as part of a bundle or as a special offer. When several employees at different locations are involved in the decision-making, mistakes are more likely.

In addition to linking your support staff and processes with POS, our back-office applications provide:

- Real-time sales and transaction auditing
- A standard reporting suite
- Cash and receipts management
- Interfaces with payroll, workforce and other store business systems

#### Achieve results now

Deploying Torex LUCAS-POS upgrades your core retail operation's capabilities quickly and efficiently. One large retail customer successfully rolled it out to 350 stores in less than three months.

Our solution's modular design simplifies maintenance and development to lower your total cost of ownership.

When you implement Torex LUCAS-POS, as have many retailers, we're confident you'll also realise:

- Greater returns on investment from your existing business systems
- Increased enterprise-wide efficiencies from standardised processes and systems
- Reduced technology costs with web-based information delivery
- More sales from POS promotions and loyalty programs
- Healthier margins from sales of more premium products
- Lower inventory-carrying expenses with more effective supply management
- New revenue generation through web and in-store synergies
- Greater customer satisfaction

**To learn more about Torex LUCAS-POS, please visit [www.torex.com](http://www.torex.com).**

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#### About Torex

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With more than 20 years experience, Torex is the leading European-based global provider of proven, best-in-class solutions that help over 7,000 customers provide a defining customer experience in the retail, petroleum and convenience, fast moving consumer goods, and leisure, food & beverage markets.

[www.torex.com](http://www.torex.com)

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Defining customer experience