



TESCOMA s.r.o., a leading manufacturer, distributor and seller of kitchenware, runs a network of its own and franchise shops in Czechia, Slovakia, Hungary and Poland. The aim of the project to implement the new POS NG solution was to unify the POS systems in TESCOMA's shops across all countries and have full control over the system's development so that all functionalities within the omnichannel customer service, which are closely tied to the POS system, are available in all countries in the same extent and quality.

What needed to be done:

- Unify the POS solution across countries in TESCOMA's shops
- Prepare a unified interface with the central ERP SAP
- Interconnect the e-shop with POS systems and enable:
 - Handling e-shop orders in brick-and-mortar shops (Goods reservations)
 - Using TESCOMA club points (Loyalty programme)
 - Using discount coupons and gift cards
- Using mostly existing hardware to implement POS NG
- Connecting A3 Soft and UCB (UnicreditBank) payment terminals to POS NG
- Implementing fiscal solutions in Hungary, Poland and Slovakia
- Localising **POS NG** solution based on the preferred language in the given country (PL, HU, SK)

SOLUTION



The solution chosen to fulfil the goals of the project was **POS NG** with **NG Central** for central configuration and monitoring of the POS software and hardware, including peripherals within the retail network. **POS NG** was prepared with all the standard functionalities, with all of the customer's more particular goals achieved through configuration or minor developmental modifications.

Connection to SAP and e-shop was realised in stages. The use of **ERP Connector with API** enabled creating a direct connection between **POS NG** and SAP and between **POS NG** and the e-shop. Data from the entire retail network across the countries are displayed and visualised in real time on the **NG Portal** which is accessible from anywhere. The web portal also provides access to overview and monitoring reports through which the situation in the shop in different countries can be analysed. The portal also displays the service status of data replications from/to SAP for the IT department.

THE STORY OF THE IMPLEMENTATION



The implementation of the **POS NG** system was realised in accordance with prepared functional specification for CZ, SK, HU and PL, which was created in joint workshops between NG Retail and TESCOMA's IT department. Country-level managers for the individual countries also took part in the project. Collaboration was very extensive, open and forthcoming.

The main partner during the implementation was TESCOMA's IT department, which prepared the interface with ERP SAP and prepared the linking of the e-shop to **POS NG**. Another partner was A3 Soft, which supplied the POS hardware and payment terminals to selected shops. Thanks to the forthcoming, open and constructive approach of the NG Retail and TESCOMA teams, the implementation went smoothly and exactly according to the schedule for launching a pilot shop in the Czech Republic. Once the pilot run successfully concluded, the solution was rolled out in all shops in Czechia, followed by a pilot run and rollout in Hungary. The solution is currently rolling out in Poland and preparations for a pilot run in Slovakia are underway.

UNIFICATION OF SALES
AND LOGISTICAL
PROCESSES ACROSS
COUNTRIES AND
DIRECT INTEGRATION
WITH CENTRAL SAP

INFORMATION ABOUT
THE RETAIL NETWORK
IN EACH COUNTRY
AVAILABLE ON-LINE

MINIMISED THE
AMOUNT OF TIME
NEEDED TO TRAIN
PERSONNEL

QUICK HANDLING
OF E-SHOP
RESERVATIONS



RESULT

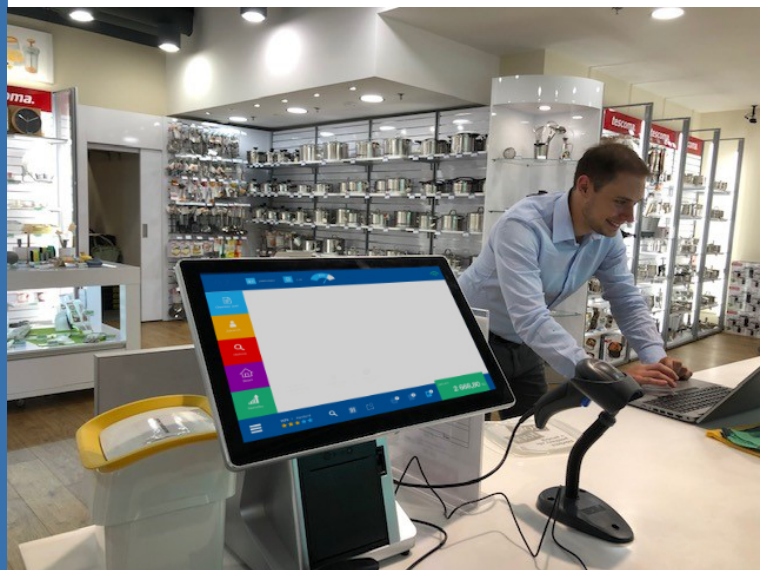
POS NG makes sale simple and intuitive. The staff only requires a brief tutorial to begin using it without any issue. API integration allows **POS NG** to handle e-shop reservations without the need for any auxiliary apps. **POS NG** is also able to process the use of TESCO MA Club loyalty points and generate discounts or gift cards based on purchases made. The direct connection of the **POS NG** central to the SAP system enables quick and trouble-free data transmission. The portal and custom reports display and analyse the situation in the entire retail network across all countries in real time.

tescoma.

"POS NG and its integration with a modern e-shop and loyalty programme allows us to offer a better customer service through the highly topical omnichannel approach. Direct connection to SAP enables centralised management of the goods catalogue, pricing, precise management of stock and automatic accounting of sales. From the perspective of IT, the homogeneity of the software in all stores across 4 countries is a major advantage. We can now develop and deploy modifications across all shops and countries at the same time. Any new features of the system will thus be easily accessible simultaneously everywhere. Another considerable benefit is the ability to centralise non-stop service support for our shops," says Michal Robek, IT Director of TESCO MA s.r.o.

MAIN BENEFITS

- The POS solution is simple and intuitive to operate
- **Unified POS system in TESCO MA shops across all countries with a unified and direct integration to SAP**
- Oversight over retail shops across countries in one place
- Ability to use TESCO MA club points
- Ability to use discount and gift coupons
- Ability to process e-shop reservations in brick-and-mortar shops
- **POS NG** is easy to install, configure and manage for TESCO MA's IT department – everything in one place
- POS solution ready for loyalty system integration
- Use of existing HW incl. payment terminals and connection to the bank, ability to use the fiscal solutions of existing partners
- The new POS hardware with a customer screen enables approaching the customer directly with advertising information, offer related products for purchase or display the receipt



INTUITIVE AND
SIMPLE SALE



INTERCONNECTION
WITH THE E-SHOP



OVERSIGHT OVER
THE RETAIL NETWORK
IN REAL TIME



CENTRAL MANAGEMENT
AND MONITORING OF
THE ENTIRE NETWORK

NG Retail s.r.o.

is a young company building on a 30-year tradition of supplying specialised software solutions for retail. Thanks to a team of experienced senior consultants, the company aims to bring existing and future clients user-friendly solutions that are tailor-made for their business, help accelerate its running and grow it further so that it is ready for any changes that come hand-in-hand with modern retail. Its latest product is the POS NG terminal, which is currently the most modern POS solution of its kind on the market and is capable of serving both the non-food sector (fashion, toys, sports, tobacco...) and the fast food sector.

www.ngretail.cz

TESCOMA s.r.o.

TESCOMA is a leading Czech brand that has been a major player on the kitchenware market for 30 years. In addition to wholesale, it also operates 125 retail shops in Czechia, Slovakia, Hungary and Poland. The company also supplies its products to several dozen partner shops.

TESCOMA is a manufacturer of original kitchenware designed and tested by Czech designers in the company's Design Centre in Zlín, where the company's headquarters is also located. Many TESCO MA products are globally patented and a number of them have received prestigious awards such as RED DOT DESIGN AWARD or German Design Award. TESCO MA products are distributed to 130 world countries.

www.tescoma.cz

