

## CASE STUDY – POS NG cash register system

City Realex, which has been a client of NG Retail for 18 years, operated an older generation of POSFlow cash registers at its Czech and Slovak stores, with a central ERP system TPOMM, which was further connected to internal systems. Technological change, simplification and transparency of operation, central overview of the entire sales network and integration with the internal CREC system were the reasons for the transition to the latest generation cash registers - POS NG.



### What needed to be done:

- Modernization of the cash register system
- Full replacement of the existing cash register system, which was rich in its functionality and at the same time ensured many logistical processes in the store incl. complaints
- Replacing the TPOMM application, which was a central system for managing goods, checkouts, users, vouchers...
- Improving communication with the customer
- Faster purchase process
- Pilot the cashier solution in the Czech Republic, then in Slovakia
- Prepare the interface to the central internal CREC system
- Prepare a solution for integration with the e-shop and the loyalty system
- Use the new cash register HW with a touch customer display for interaction with the customer

## SOLUTION



In order to realize all the requirements and fulfill the goals of the project, the cash register solution **POS NG** with NG Central was chosen for the central configuration and monitoring of SW and HW cash registers incl. peripherals in the sales network. Due to the already used older generation cash register from NG Retail, the expected functionality was known, it needed to be verified and prepared in POS NG as well.

For this purpose, a completely new logistics module and a complaints module were developed for the cash register. The connection to CREC was implemented as a project, and thanks to the ERP Connector with API, the POS NG connection was implemented. Data from the entire business network is displayed and visualized in real time on the web NG Portal accessible from anywhere. At the same time, overview, financial and control reports are also available here, which allow you to view stores and cash registers online.

## IMPLEMENTATION STORY



The implementation of the **POS NG** project was carried out according to the project functional specification. It was created at joint workshops of NG Retail and the City Realex IT team, which prepared an internal integration database interface for the central CREC system. Another partner for fiscal and payment solutions, including the supply of payment terminals, was the company A3 SOFT in cooperation with Global Payment

The implementation process was, as expected, challenging, thanks to the massive development of a completely new functionality that was not yet available in POS NG and which City Realex used in the existing solution. During the roll-out, both generations of cash registers were in operation: the older POSFlow and the new POS NG. Transactions were centrally synchronized into the information system.

**SPEEDING UP THE  
FUNCTIONING OF  
THE CASH REGISTER  
SYSTEM**

**DISCREET  
INTERACTION WITH  
THE CUSTOMER**

**RAPID STAFF  
TRAINING**

**ONLINE OVERVIEW  
OF CZ AND SK  
STORES**

**EROTIC CITY®**  
RADOST NA DOSAH



## RESULT

The operation of the **POS NG** cash register is clear and intuitive. Integration into central systems enables both very fast data exchange and handling of logistic processes at the store, incl. inventories and complaints. Additional product information or marketing information is conveyed to the customer on the graphic checkout display. Reports at the headquarters provide an up-to-date picture of the entire sales network in the Czech Republic and Slovakia.

*"The new **POS NG** cash register brings the operator a better overview, ease of use, and the customer the opportunity to learn more information discreetly... Thanks to the use of modern technologies, we have a solution that allows us to further develop the system, e.g. integrate it into a new e-shop. The solution streamlines the work of our IT team. Thanks to the central management and monitoring of the checkout solution, we have important information about the stores immediately available."* says **Petr Novotný, director of City Realex a.s.**

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### THE BIGGEST BENEFITS

- User-friendliness, simplicity and intuitive operation of the cash register
- Central overview of retail stores in the Czech Republic and Slovakia
- Processing of logistics documents and customer orders at the checkout– logistics module
- Dealing with complaints at the checkout - complaints module
- Attendance record - attendance module
- Processing and evaluation of inventories
- Integration of the e-mail client and its active use
- Active communication with the customer thanks to the graphic display
- Central reporting
- Setting up business and HW configurations on the web portal, central management of stores



INTUITIVE  
CHECKOUT



DIRECT CONNECTION  
TO INTERNAL SYSTEMS



CENTRAL OVERVIEW OF  
RETAIL STORES IN THE CZECH  
REPUBLIC AND SLOVAKIA



MONITORING OF THE  
BUSINESS NETWORK  
IN REAL TIME

## NG Retail s.r.o.

is a young company building on a 30-year tradition of supplying specialized SW solutions for retail. Thanks to a team of experienced senior consultants, it has the ambition to bring existing and future clients a solution that is tailored to their business, brings insight into it, helps to accelerate and further develop it so that it is ready for the changes that modern retail brings. Its newest product is the **POS NG** cash register, which is currently the most modern on the market and can serve both the non-food segment (fashion, toys, sports, tobacco...) and fast-food sales.

[www.ngretail.cz](http://www.ngretail.cz)

## City Realex, a.s.

The City Realex company, operating on the market under the trademark **EROTIC CITY**, is pure Czech company, leader in the field of erotic goods sales. Currently, it operates almost 100 stores in the Czech Republic and Slovakia, most of them in shopping centers, and is engaged in wholesale activities as well as a discreet delivery service. It operates modern e-shop with a wide and clear offer of leading global brands with high quality products. **EROTIC CITY** is the third largest retail network in its field in terms of stores in Europe.

[www.eroticcit.cz](http://www.eroticcit.cz)

