



Auchan Hypermarkets Poland: Self Service Checkout Systems

The customer

Auchan is an international retail group and one of the world's principal distribution groups. It is present in 12 countries and employs 175,000 employees. Auchan has branches in France, Italy, Spain, Portugal, Luxembourg, Poland, Hungary, Romania, Russia, Morocco, China and Taiwan.

The challenge

Self-service checkouts, called KASAMIŁA (NiceTills), complement the traditional payment methods that have been available in Auchan hypermarkets in Poland since recent times. Self-service sales are intended for customers who are purchasing relatively few items (up to 15 products in the shopping basket). They scan the barcodes of purchased products, pay and collect their receipts themselves. These "fast tills" are supervised by one or two cashiers, who – if needed – assist clients in operating the equipment. S&T Poland is responsible for the installation and maintenance of the system.

The project

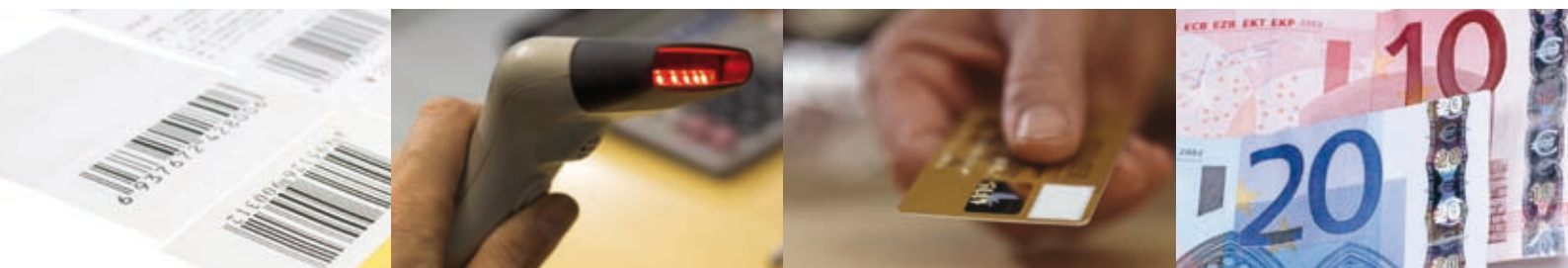
Since the early beginnings of the project, S&T has been cooperating closely with Auchan Polska's IT department and its technological partners Fujitsu Services and Fujitsu Transaction Solutions Inc. on testing and integrating systems for cash registers, IT, finance and stock keeping. S&T will carry out

the installation and integration of all the units of IT systems, checkouts, warehouses, payment transactions and printing devices. Once successfully implemented, they will also be responsible for maintaining these systems over the next three years.

The surveys that were carried out confirm that the additional self-service tills have been very well received by Auchan's customers and not only the younger and the more technology-savvy ones. Many clients prefer to pass through the self-service checkouts faster and to undertake the tasks that are usually performed by shop assistants themselves, than to wait in line for a traditional cash register.

Benefit for the customer

- state-of-the-art fast billing system for Auchan's customers
- intuitive use without training
- improved service quality
- cost reduction



S&T Poland

The S&T group of enterprises has been operating in the Polish market since the year 2000. In 2003, S&T took over sites from Fujitsu Services in seven countries, including Poland, and incorporated them into S&T Poland. In 2006, the takeover of Polish ERP specialists BEELC resulted in a huge increase in S&T core competencies. After the takeover of IMG the Information Management Group in spring 2007, the Polish branch has now expanded further with experts from IMG Poland. S&T in Poland currently employs a total of 321 staff in 12 branches.

S&T Poland belongs to the S&T Group, which, with more than 3,100 employees in 22 countries and annual sales in 2007 of 522,2 million Euro, is the leading provider of IT consultancy, solutions and services for customers in Central and Eastern Europe, in the Germany-Austria-Switzerland (DACH) region and in China and Japan.

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