

# NCR RETAIL SOLUTION CHANNEL PRESENTATION

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Retail Division; FDMM Channel  
August 15, 2016

# CHANNEL PROGRAM STRATEGY

To grow and protect our leading market share

1

COMMUNICATE A CLEAR  
MESSAGE TO THE MARKET  
ON OUR STRATEGY

2

DELIVER A ROBUST  
AND SCALABLE SOLUTION  
THAT IS FUTURE READY

3

DIFFERENTIATE WITH  
UNIFIED COMMERCE  
RETAILING

4

ENABLE YOUR SUCCESS:  
TOOLS TO SELL, IMPLEMENT  
AND SUPPORT



# A CLEAR MESSAGE TO THE MARKET ON OUR STRATEGY



# NCR RETAIL

## What we do

NCR helps retailers **transform their business** and redefine the consumer experience to stay relevant and meet the demands of today and tomorrow.

## How we do it

By delivering solutions that enable retailers to migrate transactions from high-cost, low-value channels to low-cost, high-value channels to improve efficiency, increase productivity and reallocate labor resources to better serve retailers.

By helping retailers provide consumers with a rich, frictionless and personalized experience while preparing for the Internet of Things (IoT); and grow topline sales profitably.



# **Our Mission**

**Together with our partners, we will lead the next generation of unified commerce by providing the innovative technology and exceptional consumer experiences that will drive profitable growth for the independent grocery retailer.**

# 2

A ROBUST  
AND SCALABLE  
SOLUTION  
THAT IS  
FUTURE READY



# Introducing

**A new premier point-of-sale and  
store management solution designed  
specifically for the independent grocer to help  
them transform the customer experience**

ENCOOR

commerce made complete



## The Definition

An additional performance at the end of a concert,  
as called for by an audience



## The Concept

The concept of ENCOR was your idea.

Our Channel Partners requested we develop a new single, end-to end future ready solution that best leverages existing investments by converging the best DNA of our industry-leading products, add innovative functionality, and top it off with an intuitive, modern user interface





## The Name

The name ENCOR was chosen because the name represents a demand for the best of a set, the most liked, and most popular. Essentially the encore is the crowd pleaser...all things we designed ENCOR to be, and further, the musical reference syncs with our other musically-inclined channel cousin, Counterpoint.

And the **NCR** name and infinity symbol represented within the ENCOR name itself is an added bonus!





## Not Just Future Ready...It's Future Proof

The name ENCOR in itself suggests a response to a demand in the market. With this market demand in mind, ENCOR was purpose-built to meet a new era of Omni-channel demands. Due to an open platform, ENCOR is able to deliver a unified customer experience that leverages the investment and power of Retail ONE.

Notice the reference to Retail ONE in the name?



**It is commerce made complete.**



ENCOR

commerce made complete



# ENCOR

**Purpose-built for the fast-moving consumer goods market to ensure a frictionless consumer experience, from product availability and correct pricing to fluid checkout.**





# ENCOR

It's all the speed, accuracy and **robustness** needed to **FUTURE-PROOF** your business and fully support both changing industry requirements and the unique needs of the **independent grocer.**



# BY POPULAR DEMAND

Born from the proven DNA of our industry-leading solutions

\*North America Independent and Regional Store Chains

**12,000\***

**Stores installed  
with NCR "DNA"**

**600M**

**Transactions per  
day powered by  
NCR innovation**

**60,000**

**Customer  
touchpoints  
installed with  
NCR "DNA"**

# SOLVING FOR THE INDEPENDENT

## Problem



An ever-increasing trend away from consumer loyalties



Pressure to reduce operational costs to stay competitive alongside larger retailers



Threats to retailer and consumer data security and changing regulations



Not Future Ready. Omni-commerce challenges block access to the IoT and innovative cloud solutions

## Solution



Build loyalty with positive, unified experiences across all customers touchpoints



A robust retail management solution to increase efficiencies for the small-to-medium grocery retailers



Leverage cloud deployment to reduce consumer infrastructure costs and data security risks

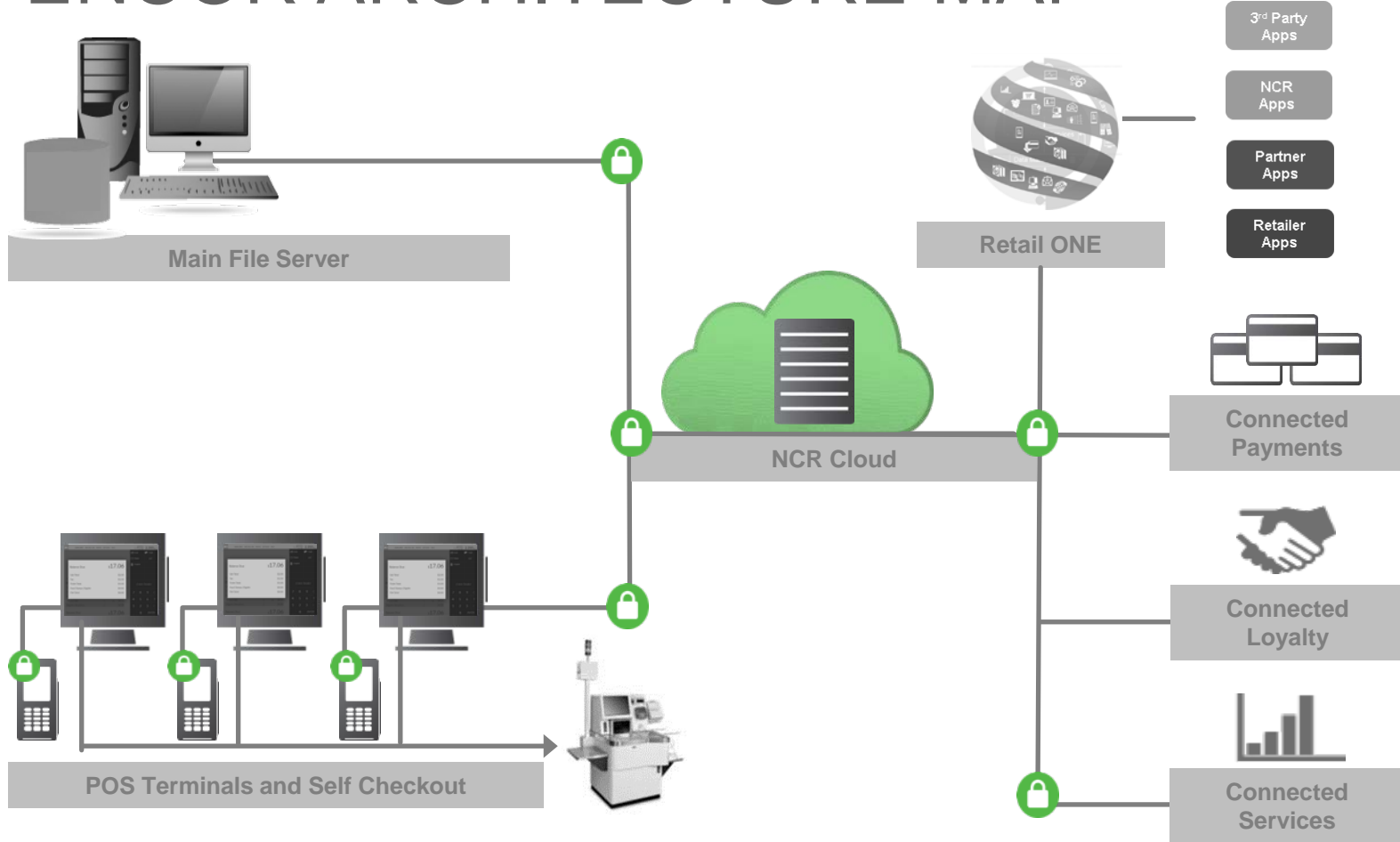


An open ecosystem of retail applications that enables connection to the power of an Omni-channel platform

# **What's Inside**

## **ENCOR Architecture**

# ENCOR ARCHITECTURE MAP



# ARCHITECTURE BENEFITS

A robust, open-architecture delivers value add to the retailer

## Flexible

enables store configurations based on functionality, store layout, individual lane design and future growth

## Scalable

from a single store to a whole enterprise solution set including central management & reporting or leveraging existing back office solutions

## Cloud-enabled

architecture provides modern and secure operations



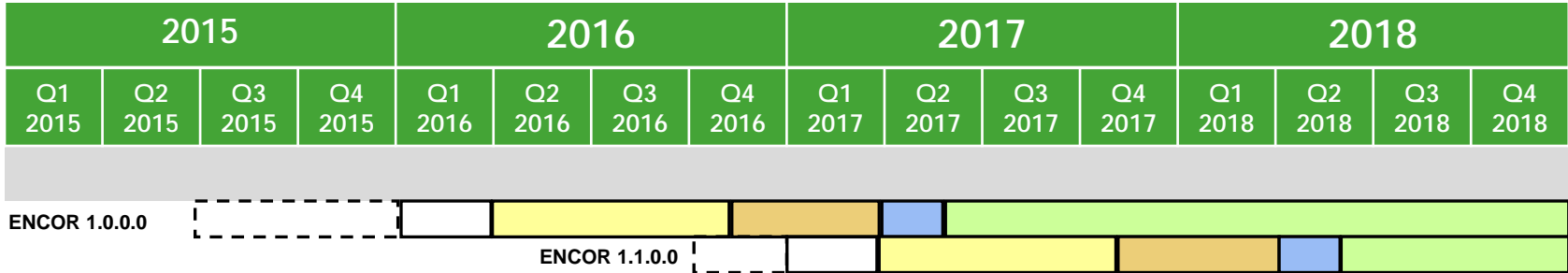
# PLATFORMS

Flexible and Future-Ready

Hardware	POS OS	Server OS	SQL
RealPOS 40 RealPOS 60 RealPOS 70XRT RealPOS 80XRT RealPOS 82XRT RealPOS XR5 RealPOS XR6 RealPOS XR7 RealPOS XR8	POSReady 2009 (32-bit) POSReady7 (32-bit)	Windows 7 (32/64) Server 2008 (32/64) Server 2012 (64) Windows 10 (32/64)	SQL 2005 (Express) SQL 2008 R2 (Express)



# TIMELINE



Concept	Planning	Development	Pre-launch	Launch	Lifecycle
<ul style="list-style-type: none"> <li>Validate market needs and understand functional requirements</li> <li>Develop / adjust roadmap based on current market conditions</li> </ul>	<ul style="list-style-type: none"> <li>Finalize project scope and estimate delivery timelines</li> </ul>	<ul style="list-style-type: none"> <li>Develop functionality</li> <li>QA</li> <li>Partner training</li> </ul>	<ul style="list-style-type: none"> <li>Marketing ready</li> <li>Sales enablement</li> <li>Partner training</li> <li>QA</li> <li>Documentation</li> <li>Install partner labs</li> <li>Install control sites</li> </ul>	<ul style="list-style-type: none"> <li>Release software to market</li> </ul>	<ul style="list-style-type: none"> <li>Transition solution to standard support and maintenance releases</li> </ul>



# PLANNED ROADMAP (2017 – 2019)

## 2016 Version 1.0.0.0 Release Q1 2017

- UI update for POS and Office
  - POS UI update
  - Menu
  - User/role
- Retail ONE Transaction Data Manager (TDM)
  - Retail ONE Pulse
  - Retail ONE Digital Coupon
  - Retail ONE Digital Receipts
- ACS-IR migration tools

## 2017 Version 1.1.0.0 Release Q1 2018 (Planned)

- Reporting technology update
  - ScanMaster SRR report
- FastLane ADK 6
- Retail ONE Central Reporting
- Retail ONE Central EJ
- ScanMaster migration tools
- Windows IoT (POS)
- SQL server (Express) 2016
- McKesson Enterprise Rx

### ENTERPRISE

- Customer Database
- AR
- Negative Check

## 2018 Version 1.2.0.0 Release Q1 2019 (Planned)

- Configuration technology update
- Retail ONE Customer and Marketing

# Front Row

A Detailed View of the POS

# POINT-OF-SALE

The reliability of ISS45 plus more functionality and an enhanced User Interface

- A new user interface that provides users with a more modern but familiar “Windows 10” look and feel
- No need for additional training for ISS45 users as ENCOR’s POS UI provides the same functional experience for the user
- Enhanced DynaKey UI



Sign In

Checker

Enter Password

No

Enter Tender

7

8

9

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ENTER

Whole Milk

F

W

\$4.70

Organic Tomatoes

F

\$3.00

Balance Due

\$17.06

PLU Charts

QTY

Balance Inquiry

Error Correct

Short Group

General Void

Service Areas

Ebtwic Balance

Department

More >

Enter Code/Dept

7 8 9 <

4 5 6 ?

1 2 3 C

. 0 ENTER

Kraft mac & Cheese T F W \$1.79 <

**SALE** Premium Bananas F W \$1.50

Seedless T F W \$4.70 <

Apple Juice F \$3.69

Mac & Cheese F W \$3.99

Whole Milk F W \$4.70

Organic Tomatoes F \$3.00

Balance Due

\$17.06



Card



Cash



Check

EFT



Coupon

Balance Due

\$17.06

Sub Total

\$2.00

Tax

\$1.00

Ticket Total

\$1.00

Food Stamps Eligible

\$0.00

FSA Total

\$0.00

Whole Milk

F

W

\$4.70

Organic Tomatoes

F

\$3.00

Balance Due

\$17.06

Enter Tender

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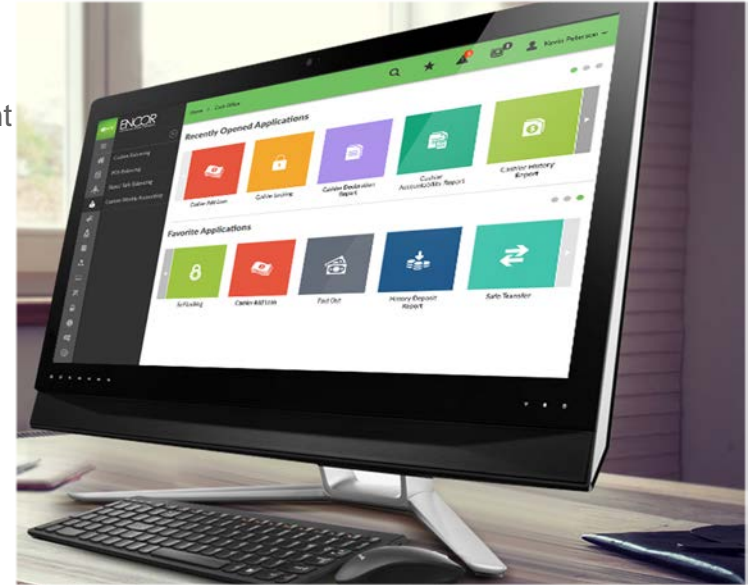
# Back Stage

A Detailed View of the Office

# STORE MANAGEMENT

A complete front and back office solution that delivers operational efficiencies

- Real-time POS management and monitoring
- Complete item, department, category and vendor management
- Electronic journal: real-time transaction processing
- Powerful cash office and end-of-day processes
- Versatile detailed reporting module
- Extensive electronic import / export
- Perpetual inventory control
- DSD receiving
- Date, priority, quantity/weight-driven pricing model supports all nested batches





User Name

Kevin Peterson

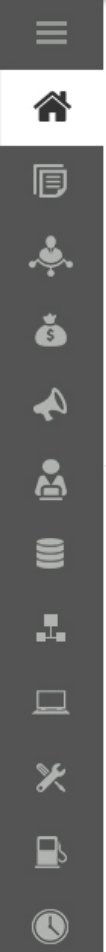


Password



ENTER





## Recently Opened Applications

Cashier Add Loan	Cashier Locking	Cashier Declaration Report	Cashier Accountability Report	Cashier History Report	Paid Out

## Favorite Applications ⓘ

Self Locking	Cashier Add Loan	Paid Out	History Deposit Report	Safe Transfer	Cashier Accountability Report

Search Result

Cash Office



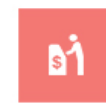
Cashier Add Loan



Cashier Locking



Cashier Declaration



Cashier Pickup



Cashier Declaration Report



Cashier History Report

Cashier Utilities



Cashier Accountability Report



Cashier Declaration History Report

Utilities



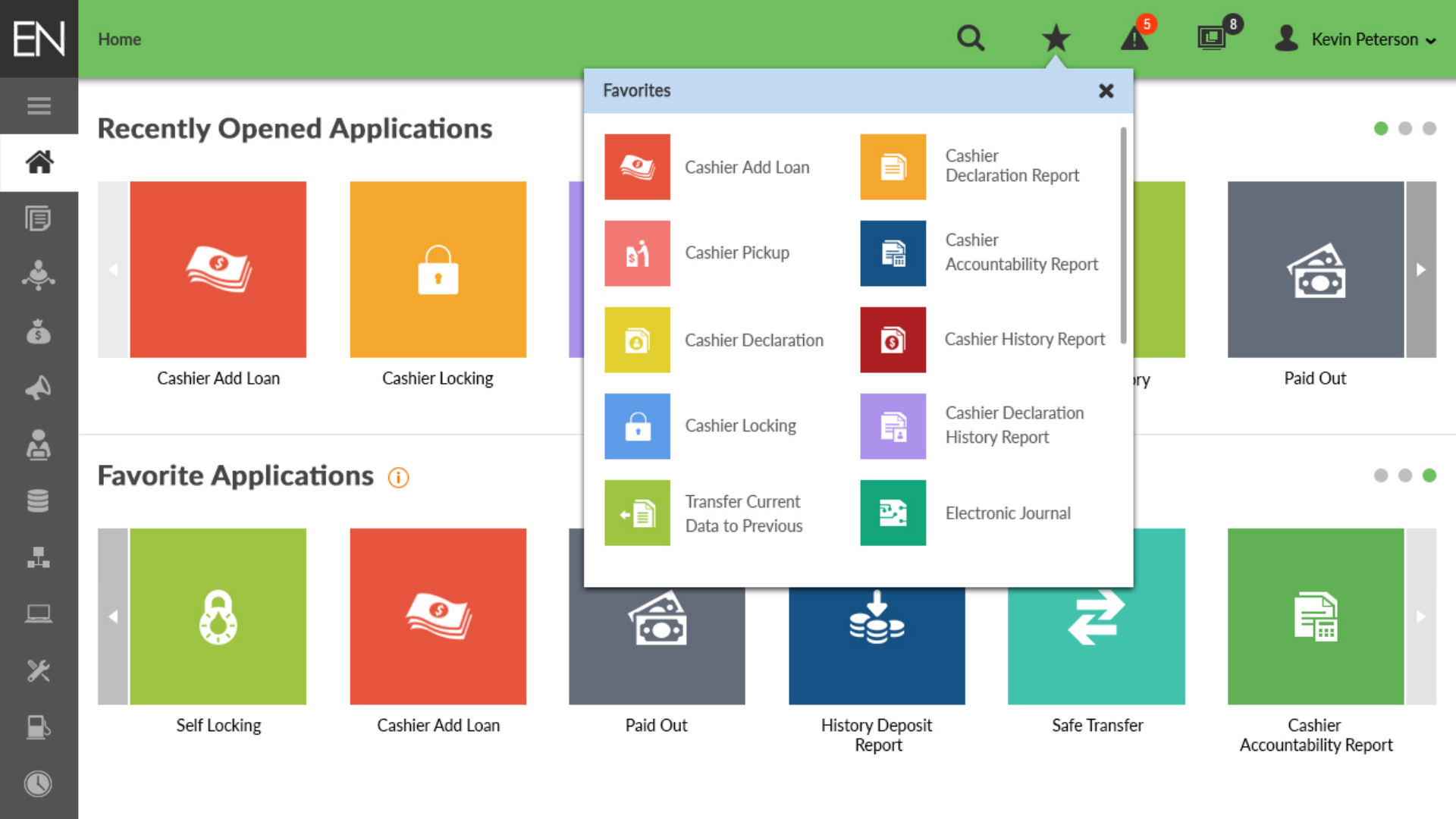
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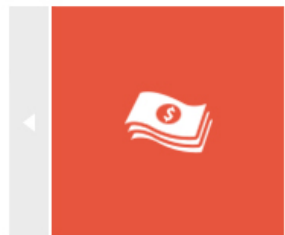
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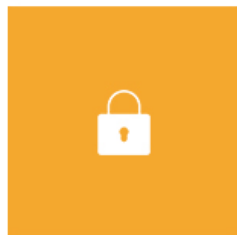
Cashier History Report



## Recently Opened Applications

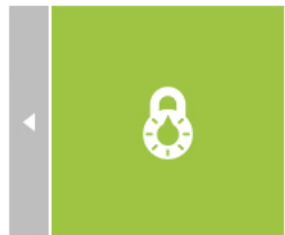


Cashier Add Loan

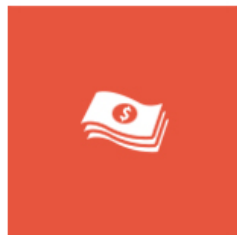


Cashier Locking

## Favorite Applications (i)



Self Locking



Cashier Add Loan



Paid Out



History Deposit Report



Safe Transfer



Cashier Accountability Report

### Favorites



Cashier Add Loan



Cashier Declaration Report



Cashier Pickup



Cashier Accountability Report



Cashier Declaration



Cashier History Report



Cashier Locking



Cashier Declaration History Report



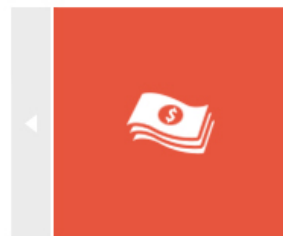
Transfer Current Data to Previous



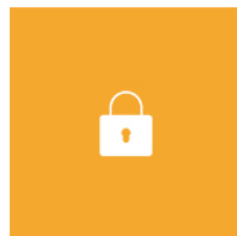
Electronic Journal



## Recently Opened Applications



Cashier Add Loan



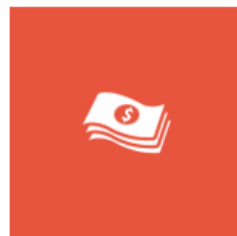
Cashier Locking

Cashier Declaration  
Report

## Favorite Applications ⓘ



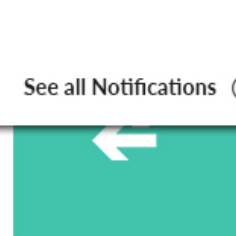
Self Locking



Cashier Add Loan



Paid Out

History Deposit  
Report

Safe Transfer

Cashier  
Accountability Report

### Notifications

**Robert Peterson**

06/06/2016

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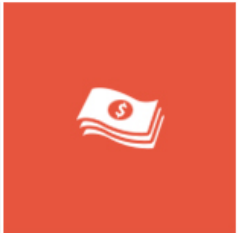
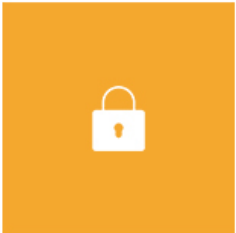

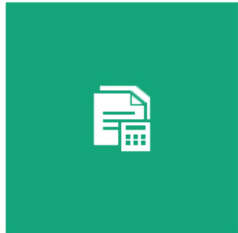
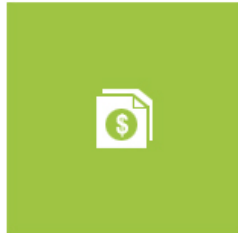
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esse cillum dolore eu fugiat nulla pariatur.**Teena James**

06/06/2016






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- Home
- Reports
- PLU Management
- Cash Office
- Promotion Management
- Cashier Utilities
- Database Management
- General Batches
- System Administration
- Utilities
- Fuel
- End of Day

### Recently Opened Applications

				
Cashier Add Loan	Cashier Locking	Cashier Declaration Report	Cashier Accountability Report	Cashier History Report

### Favorite Applications i

				
Self Locking	Cashier Add Loan	Paid Out	History Deposit Report	Safe Transfer

**ENCOR**  
commerce made complete

☰

←

- Cashier Balancing
- POS Balancing
- Store/ Safe Balancing
- Custom Weekly Accounting

📢

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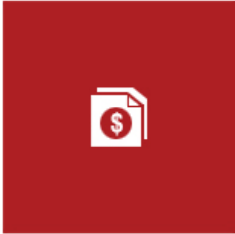

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Home > Cash Office > Cashier Balancing

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 <p>Cashier Add Loan</p>	 <p>Cashier Pickup</p>	 <p>Cashier Declaration</p>	 <p>Cashier Locking</p>	 <p>Cashier Current Data to Previous</p>
 <p>Cashier Declaration Report</p>	 <p>Cashier Accountability Report</p>	 <p>Cashier History Report</p>	 <p>Cashier Declaration History Report</p>	

# 3

**DIFFERENTIATE  
WITH UNIFIED  
COMMERCE  
RETAILING**



# NCR Retail ONE

# RETAIL ONE

## Get retail your way

NCR Retail ONE is a flexible omni-channel platform creating an open ecosystem of retail applications

Retailers can mix and match their choice of applications – whether from NCR, its partners, or 3rd party vendors – to rapidly deliver an exceptional consumer experience that unleashes the full potential of retail everywhere.



3<sup>rd</sup> Party Apps

NCR Apps

Partner Apps

Retailer Apps



# RETAIL ONE APPLICATIONS

Initial applications released with ENCOR



## Pulse

- Visibility to your store, anytime, anywhere
- Real-time access to actionable data



## Digital Coupons

- Personalized, relevant offers
- Built into the eCommerce website
- Built-in analytics



## Digital Receipts

- Via email, text or portal
- Embedded targeted offers

# Additional Capabilities

# ADDITIONAL CAPABILITIES

## Add-ons for an even more comprehensive solution

### Connected Services

An **enterprise reporting, electronic journal and cashier analysis** solution delivered in a simple subscription model that requires no upfront license or capital costs, **instant payback** and anytime/anywhere access to all of your most important store data.

### Connected Loyalty

A Web-based promotion and loyalty management solution that **empowers marketers to design/execute complex, robust marketing campaigns** across different sales channels/store formats in real time. Traditional coupons to digital coupons; reward for sales over time; launch price matching programs; convert points to money/reward; build dynamic, segmented promotions; mobile or online.

### Connected Payments

Offers a **secure payment route** designed to deliver complete data and transmission protection, from PIN pad to payment processor; enables retailers to easily comply with evolving payment regulations and standards, such as PCI DSS and EMV, offering **the freedom to work with all major multi-lane payment** and peripheral vendors.



# SOLUTION OFFERINGS



# 4

ENABLE  
YOUR SUCCESS:  
TOOLS TO SELL,  
IMPLEMENT  
AND SUPPORT



# ENCOR TARGET AUDIENCE PROFILE

## A rich account base with room to grow

- Focus on 50 sites and fewer
- Current ACS-IR, ISS45 and ScanMaster customers
- New customers or customers using a proprietary or closed solution customers **looking for:**
  - Packaged (hardware & software) solutions from a global brand
  - Scalable and expandable solutions that allow access to Omni-commerce retailing; Retail ONE applications (Digital Receipts, etc.) with the flexibility of open, best-in-class functionality
- Immediate need to reduce operational costs
- Desire to compete with larger retailers



# SELL, IMPLEMENT, SUPPORT

Resources to best enable our partners

## Tools & Resources

- Demo software for your lab
- Dedicated sales and marketing resources
- Value-Selling/BattleCard

## Training & Certifications

- Sales and Technical Training
  - Retail ONE
  - ENCOR
  - Digital receipts
  - Digital coupons
  - PULSE

## Program & Demand Gen

- ENCOR Wholesaler Incentive Program
- Marketing Development Fund (MDF) available to support your marketing efforts
- Search-Engine Optimization (SEO)





# THANK YOU

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