

RBS – Guaranteeing the total solution

For over 10 years RBS have been managing retail systems and the security of data and communications for leading retailers. Our track record of innovation and delivery is matched only by our comprehensive services ranging from project management to training, support and maintenance. With over 1,700 clients and more than 10,000 systems installed, RBS is leading the field in managed retail services.

RBS Services include:

- Project Management
- Roll out services
- Helpdesk (with "managed" training)
- Managed polling with alerts
- Credit card submissions
- Disaster recovery
- Purchasing, storage and refurbishment of hardware
- Ongoing management of 3rd parties
- Management of VPN's, Email servers etc

RBS~InStore is complemented by RBS~SupplyChain which provides world-class merchandising, supply chain management and retail data warehousing in one out-of-the-box retail solution.

Some of the UK's leading retailers use RBS~InStore and RBS~SupplyChain; here are some of our customer's comments on the solution and RBS;

Having worked with RBS for many years we knew they would react well to the challenge of a pilot in 4 weeks. The store and RBS staff worked well together and the pilot has been a huge success (during our busiest time of the year).

A wide range of functionality, scalability and a future-proofed technology platform were key factors in our decision. RBS' software really impressed – especially its real time communications, browser interfaces and speed of operation.

Services and Support

RBS~InStore is available as a fully managed service for a fixed monthly fee, or it can be purchased and managed by the client. However you configure RBS~InStore, RBS' comprehensive services package and flexible payment plans are designed to suit every need, budget and circumstance.

Retail Business Solutions (RBS) is one of the UK's leading retail technology solution companies. Based in Milton Keynes, UK, RBS has over a decade of experience with more than 10,000 store systems installed for over 1,700 retailers. Clients range from 900 retailers with under five stores to high street names such as Arcadia, Birthdays, Booker, FCUK and Wilkinson.

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RETAIL BUSINESS SOLUTIONS
A vision for retail



RETAIL BUSINESS SOLUTIONS

RBS~InStore

Today's constantly changing retail environment requires IT departments to have secure, flexible and reliable systems to manage the retail operation. But that's not enough, new solutions must also offer a future-proofed technology platform to help manage change whilst also being able to integrate seamlessly with other systems. With business users demanding more services from a variety of installed hardware and software platforms, retailers need technology that meets strategic objectives while guaranteeing a reduction in cost of ownership.

Is there a solution to these demands?

RBS~InStore
from Retail Business Solutions



Web-enabled

RBS~InStore is a web-enabled retail system for a real time view of your business, it allows you to use the latest hardware or even re-use existing hardware – including old Dos tills – and offers the lowest possible cost of ownership.

RBS~InStore can run anywhere whether on thick or thin clients, hand-held devices, on Windows XP, NT, Dos or other operating system, or on a combination of devices and operating systems.

Object Orientated

RBS~InStore consists of over 2,000 individual components that can be re-used to add functionality to the PoS and simplify integration with external applications.

This constantly growing library makes **RBS~InStore** easy to tailor to your specific requirements.

Flexible

With thick, thin and ultra thin point of service applications and interfaces, **RBS~InStore's** flexibility allows you to match the look and feel of your existing applications, reducing customisation, implementation and training costs.

RBS~InStore...

...is *web-enabled* – offering Head Office managers, store and warehouse staff access to the company network from anywhere in the world.

...is *network-centric* – giving a real time view of sales and stock allowing your managers to respond faster to optimise replenishment and profitability.

...is *platform independent* – use it on multiple operating systems and hardware in mixed store estates, eliminating integration and new hardware costs.

...is *continuous* – providing workflow across retail estates, even between legacy systems.

...is *flexible* – allowing you to match the look and feel of your existing applications, reducing customisation, implementation and training costs.

...is *scalable* – ideal for accommodating changing retail operations, business needs or acquisitions, and reducing the costs of change.

...is *economical* – reducing hardware, integration and maintenance costs.

The Network-Centric Retail Enterprise

Retail Head Office Application Interfaces

Business Logic and Control Code

Retail Foundation Classes

Java 2 Enterprise Environment

Windows NT / 2000 / XP, Dos, Unix or Linux O/S



Lowest cost of ownership

Traditionally, changing EPoS systems has proven to be expensive for retailers, **RBS~InStore** however, offers retailers the lowest cost of ownership;

- Runs on legacy hardware and operating systems, minimising capital costs.
- Java platform and Retail Foundation Classes allow new functionality and enhancements to be built within days – reducing development timelines and costs.
 - Internet-based communications permit remote deployment and support, reducing maintenance overheads.
 - Supports deployment on an outsourced model, giving added flexibility and reducing IT costs.

RBS~InStore...

will support multiple concurrent hardware platforms, operating systems and retail fascias using a variety of thick and thin PoS interfaces, even within the same store.

As well as supporting the latest hardware, **RBS~InStore** will run on legacy platforms and operating systems, providing the benefits of new functionality without the cost of new hardware.

RBS~InStore applications include; Browser PoS, Kiosk Point, HHT PoS, Dos PoS and as an application for web shopping.

Back office and central applications include browser-based cash, sales and inventory management, electronic payments, web shopping and estate management.

Whatever your business needs, budget or circumstances, **RBS~InStore** has the answer.

Highlights of RBS~InStore...

Integration

- Kiosks have access to the same PLU file as the PoS ensuring continuity of prices, promotions, stock levels, etc.
- Transactional websites can be incorporated into the store's sales activity whilst still maintaining the site's original look and feel.
- The application can be delivered with the same graphical user interface as your existing system.



Operation

- It is possible to operate a mixed estate comprising of Dos and Windows or Linux, even within one store. This can spread the cost of upgrading hardware.
- The software's browser feature enables virtually any PC or device on the network to act as a Point of Sale running the latest application.
- It is possible to run the full set of PoS features and facilities on a HHT. This is ideal for queue busting and unlike a standard temporary till can be removed from the shop floor when not required.



User interface examples

Customer Satisfaction

- Up to the minute stock and delivery data allows staff to respond effectively to customer queries.
- Products can be part of multiple promotions whilst giving the customer the best deal if multiple promotions trigger simultaneously.

“Since installing **RBS~InStore** we have seen a reduction in operating costs and an increase in customer service.”

IT Director
of high street fashion retailer

