

SERVICE PLUS



**Service Plus**

*at glance*

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## Service Plus - 10 years of IT passion!

Service Plus was established in 2001 as a company which is 100% focused on IT technology in the retail industry. As German based start-up Service Plus was concentrated on the retail IT solutions. With target to provide professional Retail Solutions, system integration, software development and software and hardware services company grow to the international player in this area.

As a global acting company, Service Plus has offices and service centers in:

- Albania, in Tirana
- Bosnia and Herzegovina, in Banja Luka and Sarajevo,
- Croatia, in Zagreb and Novigrad,
- Germany, in Detmold,
- Montenegro, in Podgorica
- Serbia, in Novi Sad and Nis,
- Slovenia, in Ljubljana and
- United Arab Emirates, in Dubai.

With focus on the customer, Service Plus offers the best-in-class retail solutions that day-by-day prove their value to business around the world. Facing, changing and challenging markets, Service Plus offers the right solutions, tools and services covering existing and upcoming retailer needs to respond quickly and efficiently to the varying demands of suppliers, employees and consumers.

Service Plus offers a unique combination of experienced retail consultancy with carefully chosen best of breed applications, hardware products and services.

Constantly adopting new technologies and creating knowledge for beneficial usage, are crucial parts of the company's strategy.

Service Plus is always keeping own specialists up to date and trained for the latest versions of various software and hardware components in the petrol environment.

Service Plus is aware, that only the team with the right knowledge and spirit can support retailers, to win and evolve their demanding environments.

With clear focus on retail, Service Plus has many local, regional and international customers such as C&A, Deichmann, DM drogeriemarkt, Grupo Cortefiel, IKEA, JYSK, Mercator, Metro Cash&Carry, MOL, OBI, Sephora, Takko, and many others.

## Solutions

Beside hardware products from worldwide leading manufacturers Service Plus is offering set of solutions, which are dedicated to increase the benefits of retailing. Focus of offer solutions is to automated business processes, to integrate them and to make the business easier.

### Retail Integration Platform Octopus

Based on demanded which we saw in almost all retail IT projects, we developed own integration platform, Octopus. As scalable integration solution we are able to implement different areas of retail

typical integration. Starting with integration of very specific hardware and ending with integration of hosts' systems, Octopus is designed to solve the integration problems. Open architecture and open interfaces are making 3rd party implementations possible and very easy.

The Retail Integration platform Octopus is making retailer independent in the choice of used hardware and software solutions. By exchanging the solutions just small interfacing parts in platform is needed. The retailers investment is totally protected on this way.

### **Mobility**

By providing framework base solution, MS4, Service Plus is implementing typical retail and logistic processes on the mobile devices. Beside typical retail and logistic processes we have set of interesting implementations related to the audits of the stores, promotions, competition or surveys and other.

Modern architecture and open technology make development of new processes or customizing of existing very easy and very flexible. In combination with Service Plus strategy to enable partners to develop on the same framework it makes this solution even more attractive.

### **POS**

In the area of the POS Service Plus is providing set of retail automation tools by Wincor Nixdorf. As one of the worldwide roundabout 30 competence centers Service Plus even has the source codes of all solution elements. This makes Service Plus able to provide customizing and support on very deep level. Beside this very innovative software solutions Service Plus is providing complete range of Wincor Nixdorf hardware products. Professional POS, kiosk systems, Reverse vending machines, Self Checkouts and many other professional retail products are rounding up our portfolion.

### **eLearning solution TrainingPLUS**

Educated employees are directly influence the sales figures of the retailers. In the complex environments and with sometimes very complex products the necessity on right training strategy is crucial. trainingPLUS is tool which is helping retailer to implement latest eLearning strategy, to increase the knowledge of the employees and at the same time to reduce the costs.

Within this concept we are not only providing the application we are slo providing services like content creation, content maintenance, creation and deployment of CDROM/Internet based training materials, analysis of the trainings and reporting about measures, which should follow.

## **Services and Support**

With focus on the right people and their knowledge, well defined and mature processes and the right tools Service Plus is able to provide full range of services.

Our services include:

- Complex rollouts including staging and installations across regions
- Hotline, 1st level, 2nd level support, 24hours, 7 days a week
- Hardware maintenance, 24hours, 7 days a week
- Preventive maintenance (professional, technical cleaning and maintenance of the store IT)

Our professional services are comprehensive:

- Application and driver development
- Quality testing services
- Software localization
- Software customization
- Consultancy/Fiscal consultancy
- User, sales, technical and service trainings
- PMI and PM@WN based project management

## References

### Customer list

#### General retail (Food, DIY, C&C)

Definitely one of the strongest vertical for Service Plus is the area of supermarkets, hypermarkets and convenience stores.

By providing different solutions and services, Service Plus is cooperating with worldwide leading companies like for example **Metro C&C, BILLA, Carrefour, OBI, JYSK, IKEA** and many others.

Besides world leading companies we are proud to be able to work also for biggest regional retailers like Diona, Mercator, Konzum, Valdi and many others.



#### Fashion and cosmetics

In projects, driven by some of the biggest fashion retailers, like **C&A, Deichmann, Zara, Cortefiel, Takko, Sephora, etc**, Service Plus learned to understand and to transform the specifics of this segment of retail in customer specific solutions. 4 of the 15 leading European fashion retailers are Service Plus customers today.



**Petrol**

Service Plus, being involved in projects with some of the biggest petrol companies, provides its integration and servicing capabilities.

Very close cooperation with leading solution providers, like Hectronic in the area of RFID (vehicle recognition) and ATGs, Gilbarco in the area of forecourt controllers, DOMS and Wincor Nixdorf in the area of POS, OPTs and EPS, are mandatory to offer customers a complete solution out of one hand.

Service Plus was involved in petrol station projects for **Shell, PTT Thailand, MOL and ConocoPhillips**. 2 of the top 10 petrol companies are Service Plus customers.



**POS software localization references**

Service Plus is a leading company for localization of POS solution in the countries where we are. Many of international companies rely on Service Plus competence.

Some of localization projects:

Project/Customer	Tasks
SCS (MGI/Wincor) - Metro C&C	Localisation, DOS driver development for fiscal printer, fiscalisation
WinShop (Cegid) - Sephora	Localisation, Development of OPOS driver for fiscal printer, fiscalisation
Namos (Wincor) -MOL	Localisation, Development of OPOS driver for fiscal printer, fiscalisation
GFD POS (GFD) - OBI	Localisation, Development of native Linux driver for fiscal printer, Fiscalisation
Retail POS (GK) - JYSK	Localisation, Development of JavaPOS driver for fiscal printer, Fiscalisation
Vcs Timeless (Columbus Retail)	Localisation, Development and Consulting
TPLinux (Wincor) - Diona	Localisation, Integration with GOLD from Aldata, Navision,

	middleware using IBM Websphere
TP.Net (Wincor), Cortefiel	Localisation, Fiscal integration, Integration with Nexus
ActoCash (ActoSoft) - Takko	Localisation, Fiscal development and Consulting
Retail J (Torex), - Deichmann	Localisation, Fiscal development and Consulting
Store (BT Expedite) – C&A	Localisation, Fiscal development and Consulting
TP.net (Wincor) - Inditex	Consulting
MPOS (Wincor) – Metro C&C	Fiscal development and Consulting

## Overview of projects in numbers

As of today, Service Plus is serving more than 100 customers in 8 different countries. Almost all of these customers are acting worldwide and take a leading position in their retail segment.

- Over 6500 days of consultancies, development and customizing of POS, ERP and mobile solutions
- Maintaining over 700 stores at the moment
- More than 50 successful different projects in retail
- More than 4500 retailer employees relaying on Service Plus every day
- Complete outsourcing to Service Plus (taking care about all elements of the retailer IT environment)
- Over 20 complex rollouts in 5 different countries