

House of Fraser selects Unipower for Extended POS solution

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New integrated customer order management and multi-channel enabled point of sale solution to improve customer service and to provide end-to-end visibility of customer orders

Unipower Solutions Europe Ltd announced today that House of Fraser, Britain's leading department store group selling designer brands, has selected Unipower to provide a fully integrated customer ordering & point of sale (COPOS) solution throughout its stores.

House of Fraser will implement a complete solution from Unipower including web store, order management and content management systems.

Utilising the Customer Interaction, Product Management and Supply Chain Management Servers from Unipower's Retail 5 Framework, the new system includes the delivery of Unipower's new generation, Microsoft .NET based, extended point of sale solution - XPoS.

The system will provide House of Fraser with an integrated customer order management and multi-channel enabled POS that will be the first of its kind. The project from Unipower includes order capture, stock visibility and supply lane routing providing total visibility of an order from the time it is placed at a till to the moment of delivery to the customer.

XPoS is a browser-based point of sale application that can be implemented in thin or thick client configurations. The architecture allows for resilience at the point of sale and negates the traditional requirement for in store servers. Chip&Pin compliant, XPoS conforms to industry standards such as ARTS and UPOS. XPoS is multi channel enabled and can be extended to other sales channels such as web stores, kiosks and mobile devices. It can also be extended into the supply chain to provide real time point of service solutions.

The new Extended POS system (XPoS) has been developed as a result of the integration of Unipower's Retail 5 multi-channel platform and recently acquired m-box Ltd's supply chain management solution, the m-box Hub. Unipower are delighted to be working with House of Fraser to deliver this leading edge extended PoS solution that reaches into the depths of the wider organisation to bring a compelling service experience to House of Fraser's customers" said CEO of Unipower, Andrew Day.

Fully supported by Microsoft, Unipower is providing us with a replacement for our ageing customer ordering and POS applications. Their solution is fully object oriented and makes extensive use of Web Services; thereby providing us with a platform for onward development and enhancement. Unipower was the only vendor able to provide us with supply chain integration and multi-channel shopping technology from a single source. It is important for House of Fraser to be able to work with one provider on this leading edge approach to interfacing with our customers." said Frank Berridge, IT Director at the House of Fraser.

Implementation will start immediately and is due for completion by the end of 2004. - Ends -

About Unipower Solutions Europe Limited

Founded over 10 years ago Unipower was involved in the pioneering days of building web stores for top tier retailers. During this time it learned about building shopping sites that were easy to use, and understood the issues of managing the complexity of retail data collaborating with legacy systems. This led to Unipower developing technology to build systems to engage the customer and work in a multi-channel retail environment.

In the last 5 years Unipower has invented products and capabilities to bring a new generation of system for use in-store. Using wireless technology and touch screens, automation has arrived right in front of the customer on the shopping trolley and also by extending web technologies to devices such as in-store kiosks. With this work complete Unipower provides technology to truly engage the customer by providing integrated interaction regardless of the touch point, be it in-store or on the web.

The last 2 years have seen developments extend further to bring exciting technology to point of sale and for managing the supply chain to the customer. This extensive range of capability has been integrated on top of one development framework called iV Retail 5.

Clients include: Iceland, Esselunga, Ahold, Tesco, Co-Op, Stop and Shop, SuperQuinn, Booker, Musgrave, Puritan Maid, B&Q, Virgin Wines and Comet.

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