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## Highlights

- A complete store management solution for independent pharmacy; grocery and supermarket; nursery and garden; natural product and co-op; convenience and fuel retailers
  - Manages POS to back office, merchandising, hosting, warehousing and more
  - Easy to use applications, customizable for one store or hundreds
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# IBM Store Management Suite (SMS)

*Featuring LOC Software*

## *Objective*

Deliver the highest level of service, operational efficiency and profit with a store management solution that is both comprehensive and low risk.

## *Solution*

IBM Store Management Suite (SMS) featuring LOC Software is the all-in-one business tool for the new breed of store.

Recovery from a weak economy has created an empowered consumer. More than ever before, the customer rules. Consequently, a new breed of store has emerged that is more responsive, service oriented and accessible. Independent retailers, by their very nature, have a head start with the newly empowered consumer. Personalization and good service has always been the name of the game. The issue independents face is how to keep up with the growing complexity of the business. Go online? Go mobile? Build sophisticated loyalty and promotions programs? How does my business stay competitive? Motivate staff? Generate new revenue? Grow profitably?

## **A complete store management solution for independent retailers**

Thankfully there is an easy way to simplify one part of your business—an all-in-one solution that manages services, processes and programs for one store, or hundreds of stores. IBM Store Management Suite (SMS) featuring LOC Software.



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*A new breed of store has emerged that is more responsive, service oriented and accessible.*

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The comprehensive management solution includes everything you need to serve customers; for loyalty and promotional activities; for a responsive supply chain; to fill daily business needs such as centralized pricing and labels and digital merchandising. You no longer need multiple systems. The solution is tailored for the unique needs of independent retailers with one seamless interface that is flexible and user friendly.

### Everything you need

**Point of sale:** Process transactions quickly and efficiently with your choice of industry-leading POS solutions, including a customizable touch screen interface

**Inventory control:** Reliable inventory control system providing receiving and cost of goods management, plus track inventory by item type and other descriptive information

**Centralized reporting and price updates:** Create efficiencies through centralized price book and reconcile credit and totals from a single report

**Merchandising and promotions:** Sale and promotional options offering virtually unlimited combinations

**Loyalty:** Build promotions or point based programs, provide discounts based on multiple criteria, and integrate with other concepts, all with or without a card

**Back office management:** Full-featured item maintenance including movement analysis and ability to track profitability by category

**Purchasing and receiving:** Electronically order, receive and update inventory

**Digital signage:** Create customizable point-of-purchase marketing messages in-store and through store formats

**Integrated payments:** Direct interfaces with First Data, Mercury Payment, WorldPay, with no middleware required

**Accounts receivable:** Maintain and manage customer account balances in real-time

**Self-service:** Offer convenient and user friendly experiences via self-service kiosks and self checkout

**Labor management:** Full-featured time management

**Integrated sign and label printing:** Print signs and labels individually or in bulk directly from item maintenance

**Mobile POS and inventory management:** Perfect for queue busting, inventory management and price changes

**Physical security:** Review transactions live or recorded from the back office, including drive off monitoring

**E-Commerce:** Offer online ordering with in-store pickups

**Renting:** Rent DVD's, tools, cleaning machines

### Gift card interfaces

**Centralized reporting and price updates:** Create efficiencies through centralized summaries, reporting and price management

### More options for independent retailers: Convenience and fuel store operations

Whether you are looking for promotional capabilities at the pump, such as support for prepaid fuel cards with discount per gallon options, or tighter integration between fuel and in-store inventory, the LOC SMS suite provides a cost effective solution. For physical security LOC SMS allows viewing of transactions live or recorded from the back office, including drive off monitoring. Loyalty, point-based programs and discounts integrate with car wash, food service and grocery sales to give a single view of customer activity and a consistent shopper experience across all touch points.

### Supermarkets and grocers

For single to multi-store chain environments, the LOC SMS solution gives supermarket and grocery retailers point-of-sale capabilities, along with advanced promotional and reporting

tools. It is used for back office management of personnel and goods; to track item profitability by product category; and to electronically order, receive and update inventory. LOC SMS extends point of service features to self checkout and kiosk solutions, and accurately distributes prices between POS and smart scales.

### Pharmacy stores

In addition to warehouse management for efficiently ordering and shipping prescriptions and merchandise, the LOC SMS solution helps pharmacies fully meet HIPAA requirements, track sales of regulated drugs, and integrate dispensary and store data. Unparalleled sale and promotional options offer virtually unlimited combinations. The easy-to-use POS interface extends functionality and data to multiple store formats and self service devices.

### Natural products and co-op stores

Reliable inventory control and full-featured item maintenance, including movement analysis the ability to track profitability by category are vital to natural product and co-op retailers as they strive to provide a current product line, including fresh food items. LOC SMS keeps member profiles obtained through store and cross channel transactions both accessible and secure. Living naturally interfaces are built into ScanGenius and LoyaltyGenius to give customers a broad range of product choices and member benefits. Easily manage commercial accounts with different price levels and sell wholesale by account type.

### Nursery and garden retailers

Track inventory by plant type, size, or species with the LOC SMS solution and then electronically order, receive and update inventory for better reporting and cost control. Maintain customer profiles to award frequent shoppers, manage gift cards and deliver coupons real-time. With the versatile LOC SMS tools, stores can create messages for signage and print labels individually or in bulk directly from item maintenance data.

### Creating a Smarter Store starts here

A Smarter Store connects the storefront with back office systems and analytics to give customers a seamless shopping experience across specialized venues and cross channel—all while keeping costs down and managing risk. IBM Store Management Suite (SMS) featuring LOC Software is an example of a multiple-component platform designed especially for independent retailers who are building smarter stores.

It provides the foundation and the tools to meet daily business needs while helping deliver a customer-centric brand experience that can build deeper, more profitable relationships and increase revenue.

### Fast time to value—Lower TCO

LOC Software has over 20 years experience helping retailers integrate store operations from the point of transaction to the ledger. LOC is the only store management tool that offers an all-in-one solution built organically from a single database. Thousands of store operators use LOC Software to serve customers, analyze data, and manage daily business in an efficient manner.

IBM is the proven leader for innovative store technology, selling more checkout solutions than any global vendor. Reliable, retail-hardened store solutions help increase revenue—from speeding up transactions to improving employee productivity. Implemented with fast time to value using service oriented architecture, IBM store solutions drive quick ROI. As important, IBM's flexible, sustainable solutions adapt, extend and grow to meet changing business needs while keeping the cost of ownership low.



Pictured: IBM Store Management Suite (SMS) featuring LOC Software on an IBM SurePOS™ 300 point-of-sale with the IBM SureMark™ 4610-1NR printer and IBM SurePoint™ 4820 display.

## Why IBM?

Only IBM and its worldwide network of IBM Business Partners deliver total retail-optimized solutions that leverage world class, advanced IBM technology to meet the unique needs and the growing complexity of the retail business.

## For more information

To learn more about the IBM Store Management Suite (SMS) featuring LOC Software, please contact your IBM representative or IBM Business Partner, or visit the following website:

[ibm.com/products/retail](http://ibm.com/products/retail)

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. We'll partner with credit-qualified clients to customize an IT financing solution to suit your business goals, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: [ibm.com/financing](http://ibm.com/financing)



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