Dive into Omnichannel with Oracle Retail Xstore Point-of-Service

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1. XSTORE POS - A REVOLUTIONARY POINT-OF-SERVICE SOFTWARE FOR SMART RETAILERS

Emerging futuristic technologies promise a complete, satisfying customer journey. Amidst the umpteen number of Point of Service solutions that have emerged in recent years, Oracle Xstore POS stands out.

Xstore formerly was a Micros product. As part of Micros acquisition in 2014, Oracle added Xstore POS Suite to its already exhaustive suite of Retail products. Forrester Research has recognized Oracle Retail as a leader in point of sale solutions. "The Forrester Wave: Point Of Service, Q3 2018" report recognizes Oracle Retail for, "...demonstrated strength in mobile extensions, back office functionality, and the architecture to deliver resilient, responsive, modern, cloud and mobile POS deployments. Oracle clients offered a positive view of Oracle's global footprint, stability, and architecture...Oracle is a best fit for sophisticated international retailers."

Oracle Retail Xstore Point of service is a flexible, robust and powerful point of service software for smart retailers. Much more than a traditional point of service solution, Oracle Retail Xstore POS allows retailers to provide excellent service that will improve customer loyalty.

"Omnichannel retailers are challenged with creating differentiated customer experiences that convert sales, drive loyalty and personalize service," said Jeff Warren, vice president, Oracle Retail. "Oracle is uniquely positioned to provide retailers with modern POS infrastructure that arms associates with the tools and insights they need to offer the innovative brand experiences that customers expect."

2. WHY UPGRADE TO XSTORE POS?

Oracle Retail Xstore Point of service delivers robust functionality which facilitates inventory visibility, customer intelligence, and seamless transactions to store associates. The newest version of Oracle Xstore is equipped with many new features that will exhilarate customer shopping experience and boost sales.The connected store 2.0 is the future of a new retail reality that both retailers and customers must realize to serve this hyper-convergence.

Best-of-breed features:

1.Rapid Deployment

With the pre-integrated omnichannel suite which includes – Retail Order Management, Oracle Order Broker, Oracle Commerce Cloud and Xstore Point of service, the system is designed to offer ultimate omnichannel experience.

2. Enabling Flexible Omnichannel Journeys

Associates can now add multiple order types in a single transaction and fulfillment split line and split item to improve their ability to sell down to the last item. Oracle Retail solution facilitates superior shopping journey for customers.

3. Single View of Customer & Personalization

A comprehensive set of data with Oracle Retail Customer Insights Cloud Service and Oracle Retail Customer Engagement Cloud Service will help retailers understand the requirement of their customers. Customer Entitlements are offered as out of the box integration. This will enable retailers to facilitate more personalized offers and messages.

Why upgrade to Xstore POS?

4.Thin Deployment with Oracle MICROS H/W

Oracle Retail Xstore Point of service has been designed for easy deployment with the Oracle MICROS hardware. The software is now optimized to support sleek and slim hardware the 610 Series 700 tablet and the Compact 310.

5. POS Integration that streamlines Investigation

Oracle Xstore POS integration with XBRi Cloud Services will help to quickly identify suspicious trends and transactions and pinpoint the sources of risk.

6. Modern Retailing

Oracle Xstore Point of Service empowers store associates, allowing them to interact with customers on the sales floor and not just behind the desk. Xstore's IP enabled store delivers shared peripherals (printers, PIN pads, and cash drawers etc.) significantly increasing the capacity and scaling-up business at the stores.

7. Secure Payments

Oracle Retail Xstore Point of service significantly improves transactions by securing customers' sensitive data (card number, pin details etc.) and maintaining compliance with the industry's PCI validation standards.

8. Supporting the Global Footprint

Through a combination of configuration and prepackaged accelerators all within the single code base, Oracle Xstore Point of service addresses the requirements of a diversity of retailers around the globe.
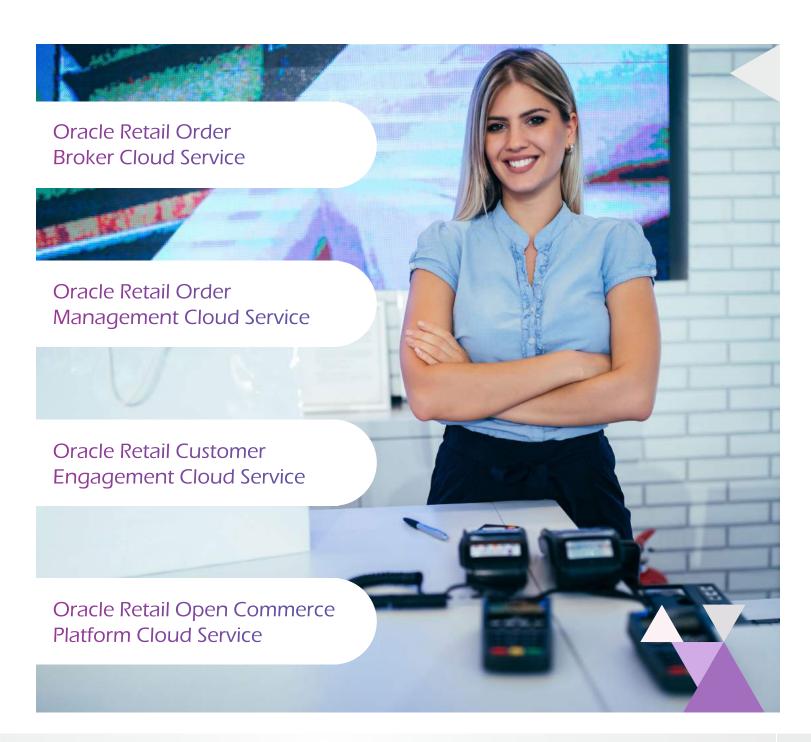
In a nutshell, Xstore Point of service has robust functionality that empowers retailers, store associates and most important of all, it will help deliver a compelling Customer Experience (CX).

3. A WELL-INTEGRATED OMNICHANNEL SUITE

Tightly coupled with Order Broker, Xstore delivers "Save the Sale" capabilities to Omnichannel retailers. Omnichannel Order Management features enables Click and Collect retailing. The following former Micros products form a well-integrated, unified and comprehensive Omnichannel solution when combined with Xstore:

Oracle Retail Order
Broker Cloud Service

Oracle Retail Order
Management Cloud Service

Oracle Retail Customer
Engagement Cloud Service

Oracle Retail Open Commerce
Platform Cloud Service

A well-integrated Omnichannel Suite

The above products along with Xstore form the core of "Commerce Anywhere" the Omnichannel solution by Oracle Retail.

Xstore can also be tightly coupled with Oracle Retail Loss Prevention Cloud Service which provides retailers with the data required to minimalize both Employee Theft and Administrative Losses, as well as providing deep insight into the Operational environment via a multitude of Key Performance Indicators, or "KPI's". It captures and analyzes POS transaction data to allow users to identify "problem" transactions and spot suspicious patterns and trends.

Xstore provides out-of-box integration with Oracle Retail Merchandising Operations Management Suite (MOM). MOM acts as the source for Xstore for foundation data, item information and corporate pricing (price changes, promotions and clearances). Xstore in turn sends back Sales and Returns data to MOM for updates to Stock Ledger, Perpetual Inventory and integration with Financials.

Oracle's Xstore solution appeals to retailers in specialty or destination retail that value the breadth of the Oracle Retail footprint, which now includes hospitality and multiple eCommerce assets as well as store and other omnichannel solutions.

Since Xstore is a feature-rich POS designed for Specialty Retailers; therefore System Integrators may have to disable some features for those Grocery retailers or Departmental stores who tend to have long queues and need a simpler and faster transaction crunching system.

4. SIX FACTORS TO CONSIDER FOR FASTER XSTORE IMPLEMENTATION/ROLLOUT STRATEGY

2. Project Phases Accelerators

Every implementation project usually goes through 5 phases, the inception which includes the scoping, next is elaboration by documenting the business requirements, the construction phase includes suggesting prototype architecture as solution, customization and integration, lastly transition and production phases include testing and acceptance of solution that results into production. As an experienced Oracle partner, Aspire has garnered vast knowledge about implementation in different retail sectors. This knowledge has enabled us to create standard questionnaires that make the inception stage easier and less time consuming. The simple documents for understanding business requirements help us to delve deeper into customer needs faster. Our other accelerators include pre-defined templates, centralized repository of customizations, pre-built tools and testing framework, all developed keeping in mind the need for faster implementation needs..

1. Prebuilt Integration for MOM Suite

Migration to the latest Oracle POS has never been easier. Whether you are working with an old version of Oracle POS or any other POS system, no matter what your MOM system is we can make the new Xstore POS a reality for you. How? We have a prebuilt integration for MOM suite which makes the task easier - integrating a new POS system. The integrator helps convert MOM data to suit the new POS and vice versa. With a prebuilt integrator you save time which otherwise you would have to spend creating separate integrators for each data set like product, pricing, tender etc.

3. Prebuilt Test Automation Suite

Cut down on man hours, manual errors and a lot of cost with our prebuilt test automation suite. We provide you a solution to save time on testing with automated regression-based test cases. The ready suite with 500+ base functionalities test cases enables you to test and deploy the build faster.

4. 100+ Reusable Enhancements on POS

Need a specific enhancement to your Xstore? Don't worry, we have got it covered. Throughout the years we have worked with different retailers with various enhancement requirements and have developed a structure that allows us to easily accommodate such enhancements. With 100+ reusable enhancements done, chances are we have already done a major part of what you are seeking. Some of the enhancements we did include are integration with 3rd party vendors, payment mPOS, wallet integration and pay by face (facial recognition payment system).

5. Highly Trained Professional

Having a team that understands your business and are aligned with the vision of transforming the business is the key to a successful project. Our Oracle certified experts with their multiple implementation experience will provide you with the insights and on time assistance that is crucial for an effective implementation.

6. Segment based Configurations

Retail is a huge sector with various sub sectors and each one of those has their own unique needs. There are different sets of configuration requirements for a fashion retailer, FMCG or sports goods. Our offerings include configurations to suit your region, nature of business, local language and currency. We have worked across regions and retail sectors and have various features already mapped based on retail segments to speed up the configuration process. Having the right configurations would help you in developing better sales process, promotions and earn customer trust and better revenue.

5. CONCLUSION

Xstore is a multifaceted solution to the challenges modern day retailers are facing. A right implementation partner is the link between the solution and the retailer. A partner who understands your market, customer segment and business in depth and can easily devise configurations to suit your business needs is indispensable.

Implementing Oracle Xstore works as a business booster, the difficulty is in deciding whom to rely on to find the best fit for your business.

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