

# Modern Retail Point-of-Service

## Driving Superior Customer Experiences



### CUSTOMER RESULTS

To keep pace with consumers' everchanging expectations, modern retailers must move beyond best practice to next practice. The retail analyst community continues to recognize [Oracle Retail Xstore Point-of-Service](#) as the global market and innovation leader. Designed to offer flexibility, scalability, extensibility, and deployment versatility on an open architecture, Xstore enables associates to deliver tailored customer experiences.



Jewelry retailer, **Helzberg Diamonds**, enables store associates to consult with shoppers throughout the store—providing a **seamless sales experience for customers**



International toy retailer, **Hamleys**, deployed in **< 8 months**



Luxury retailer, **Chalhoub**, delivers a **highly personalized, in-store mobile customer experience**

### MODERN RETAIL IMPERATIVES



Accelerate Next Practice



Tailor the Experience



Drive Operational Agility

### RETAIL MARKET REALITIES



**54%** of shoppers say **in-store staff who are enabled to process payments anywhere in the store** are important to their check out experience  
(Source: The New Topography of Retail)



**83%** of global shoppers **shop in store at least once a week**  
(Source: Retail in 4 Dimensions)



**36%** of retailers report **mobile POS is a Top 10 Technology Project for 2020**  
(Source: RIS Retail Technology Study)

Only **41%** of retailers have **up-to-date POS technology in place**

(Source: RIS Retail Technology Study)



### FUTURE PROOF INVESTMENT



Drive speed of adoption with vanilla implementations that start at **60 days**



Be on the **cutting edge of point-of-service technology** with a robust, flexible, and scalable architecture



Equip your team with **proven best retail practices** to increase productivity

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### XSTORE POINT-OF-SERVICE SOLUTION BENEFITS

**Open architecture** — the services-based approach is loosely coupled, independently deployable and organized around business capabilities, that emphasizes **configurability, extensibility and reusability**

A **highly flexible deployment model** includes thick, thin, tablet, handheld and self-service options at the store

Pre-built integrations with CRM, order management, ecommerce and loss prevention offerings, work cohesively to **enable 69 different omnichannel shopper journey combinations**

Feature rich **point-of-service capabilities** efficiently and effectively deliver the retailer's brand message providing an exceptional associate and customer experience

Internationally proven with **deployments in over 80 countries**

With over 5,000 customers worldwide, Oracle is empowering commerce around the globe. Oracle Retail Xstore Point-of-Service enables retail staff to deliver memorable service and build customer loyalty in an omnichannel world. Let us show you what we can do.

**Request a 1:1 Demo of Oracle Retail Xstore**

**GET IN TOUCH:**

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