

Please return the completed form to:

EHI Retail Institute
Mr. Sascha Berens
Spichernstr. 55
50672 Köln
GERMANY

or fax/e-mail it to:

+49 221 57993-45
berens@ehi.org

Entry Deadline:
1st November 2017
6:00 p.m. (GMT)

retail technology awards europe 2018

▶ CATEGORY

Category in which the entry will be enlisted

Best In-Store Solution

This award will be presented to a retailer who has achieved increased efficiency an improved store performance through the development and/or implementation of new and imaginative systems.

Best Enterprise Solution

This award will be presented to a retailer who has developed and/or implemented innovative collaborative or internal corporate systems.

Best Customer Experience

This award will be presented to the retailer that offers the best customer experience supported by cutting-edge technology.

Best Omnichannel Solution

This award will be presented to a retailer with the best omnichannel implementation.

Note: Please tick the appropriate box for the category you want to enlist your entry in. An entry can be enlisted for more than one category, by marking more than one box. If you want to enlist several different solutions or concepts for the award, please complete an application form for each entry separately. We have an interantional jury. Please fill out your application in english.

▶ CONTACT DETAILS OF PROPOSER

Company Name

Street Address

City

Postal Code

Country

URL

Contact

Name

Title

Phone

Fax

E-Mail

Mailing Address

City

Postal Code

Country

▶ CONTACT DETAILS OF THE NOMINATED RETAILER

Company Name

Street Address

City

Postal Code

Country

URL

Primary Contact

Name

Title

Phone

Fax

E-Mail

Mailing Address

City

Postal Code

Country

Secondary Contact

Name

Title

Phone

Fax

E-Mail

Mailing Address

City

Postal Code

Country

▶ THE COMPANY

Briefly describe the nominated retailer including number of subsidiaries, employment numbers, sales and more.

(Maximum 1000 characters)

▶ BUSINESS CHALLENGE

What was the main business issue requiring a solution? Quantify the scope of the problem and its impact on both the retailer and consumers?

(Maximum 1000 characters)

▶ BUSINESS ANSWER AND ENABLING TECHNOLOGY

How was the problem solved? Which solutions were developed and/or implemented? Include graphs or pictures with your entry form, if this is helpful to support the information.

(Maximum 1000 characters)

▶ BENEFITS

**What operational and financial results/benefits were achieved through the use of this solution?
Provide as much quantifiable information as possible about the results and benefits.**

(Maximum 1000 characters)

▶ IT PARTNER(S)

Which IT partners (with contact details!) were involved in the project? Briefly describe the participants of the project and the provided applications.

(Maximum 1000 characters)

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Entry Deadline:
26th November 2015
6:00 p.m. (GMT)

retail technology awards europe 2016

▶ CATEGORY

Category in which the entry will be enlisted **Best In-Store Solution**

Best In-Store Solution

This award will be presented to a retailer who has achieved increased efficiency an improved store performance through the development and/or implementation of new and imaginative systems.

Best Enterprise Solution

This award will be presented to a retailer who has developed and/or implemented innovative collaborative or internal corporate systems.

Best Customer Experience

This award will be presented to the retailer that offers the best customer experience supported by cutting-edge technology.

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▶ CONTACT DETAILS OF PROPOSER

Company Name EHI Retail Institute

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URL www.ehi.org

Contact

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▶ CONTACT DETAILS OF THE NOMINATED RETAILER

Company Name Retailer GmbH

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Postal Code 50672

Country Germany

URL www.ehi.org

Primary Contact

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E-Mail acar@ehi.org

Mailing Address Spichernstr. 55

City Cologne

Postal Code 50672

Country Germany

▶ THE COMPANY

Briefly describe the nominated retailer including number of subsidiaries, employment numbers, sales and more.

(Maximum 1000 characters)

Retailer GmbH embodies the concept of a large selling space hypermarket with 500 stores in Germany, Switzerland, Belgium, France and Spain.
In the 500 stores of the Retailer GmbH the customers can quickly and easily find all products for their daily needs, from food to electrical appliances through to clothing.
Locations: 500
Number of countries: 5
Sales: 13.4 bn €
Total selling space: 4.6 mio sqm
Headcount (annual average of full-time equivalents): 47,813
Articles, overall assortment: up to 68,500

▶ BUSINESS CHALLENGE

What was the main business issue requiring a solution? Quantify the scope of the problem and its impact on both the retailer and consumers?

(Maximum 1000 characters)

As an innovative, forward-looking company, Retailer GmbH searched for a solution that meet the needs of improving the customer experience in the stores. Simultaneously the deregulation of store opening hours involves the challenge to keep outlets open longer at reasonable cost and with reasonable use of manpower.

▶ BUSINESS ANSWER AND ENABLING TECHNOLOGY

How was the problem solved? Which solutions were developed and/or implemented? Include graphs or pictures with your entry form, if this is helpful to support the information.

(Maximum 1000 characters)

Retailer GmbH has installed 100 self checkout-Systems in 20 stores. The self checkout solution of EHI Retail Institute provides the ability to serve four to eight customers at the same time with only one staff member who monitors and manages the transactions. The system provides a simple and intuitive graphical interface to the shopper and can handle cash and credit/debit cards.

The solution is seamlessly integrated with the retailers existing point of sale application. A transaction broker acts as the virtual cashier to control the consumers transaction and make the existing POS application think it is being operated by a traditional cashier. The software is written in c++ and has a comprehensive software monitoring and update mechanism.

▶ BENEFITS

**What operational and financial results/benefits were achieved through the use of this solution?
Provide as much quantifiable information as possible about the results and benefits.**

(Maximum 1000 characters)

The Company have seen substantial benefits including:
35% Reduction in queue times during peak hours
up to 50% of all transactions for a store are going through the self checkout
Return on Invest within 20 months
Improved customer satisfaction (our survey shows that 75% of customers felt the service of the store had improved since self checkout was made available)

▶ IT PARTNER(S)

Which IT partners (with contact details!) were involved in the project? Briefly describe the participants of the project and the provided applications.

(Maximum 1000 characters)

Hardware and Software is provided by EHI Retail Institute. EHI Retail Institute also accompanied the IT department of Retailer GmbH by implementing the solution in the existing IT Infrastructure.
Contact details are: Sascha Berens, berens@ehi.org