



## **Executive Summary - The EPoS Software Market 2006**

### **What it does**

The report is an independent review of the EPoS software solutions currently available in the UK marketplace in order to give retailers a significant head start on understanding the options available together with a detailed view of trends and developments at point of sale. It is designed to help in decision making; in particular 'who' does 'what' at the simplest level by utilising a helpful overview section that covers the basic elements of the EPoS functions while also allowing 'drill-down' into the detailed offerings of software vendors.

Nemea's EPoS report is the leading European guide within the PoS market and is now published for the fourth year.

### **The report contains**

Between October and November 2005, Nemea conducted an online survey among EPoS software vendors in the UK. Apart from key product information, they were asked to:

- Give the three most common causes of failure or difficulty experienced by their clients.
- Give the reason(s) for their most successful implementation.
- A summary of actions that vendors have taken regarding chip and PIN, self-scanning, mobile POS and security.
- Give their view on what challenges regarding EPoS retailers will be facing during the coming 3 years.

The report also gives a useful insight into current trends and developments at the point of sale, for example Java, Kiosks, Thick versus Thin Clients, Wireless Technology etc.

### **Who should buy the report?**

The report is aimed at board members with an interest in the future role of EPoS, senior IT Managers considering a major change programme and users and consultants engaged in an EPoS programme.

### **Major findings**

The major findings are:

- Common cause of failure or difficulty experienced by the retailer during EPoS software implementation are:
  - Lack of commitment and support from management.
  - Poor scope definitions, the retailer knew it needed a solution but did not further clarify what benefits it was supposed to deliver.
  - Lack of sufficient staff training.
- Vendors ranked reduction of operating costs and increased profitability and efficiency as the most important requirements for any system implementation.
- Main reasons for the vendors' successful implementation are:



- having support from a fully dedicated client team.
- clear sponsorship by senior manager from client team.
- clear and simple brief from client.
- Data security is considered to be one of the main challenges for retailers during the next 3 years.