

FOOD IS EVERYTHING

SELF-SERVICE TECHNOLOGIES FOR THE RETAIL GROCERY INDUSTRY



GROCERY

PYRAMID

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When it comes to digitalizing self-service in grocery retailing, the Polytouch[®] kiosk terminals are in the premier league. They make information and sales processes more efficient and redefine the customer shopping experience at all touchpoints.

We offer our kiosk models in basic configurations that satisfy many industry- and application-specific use cases off the shelf. Add-on components (e.g., touch display) or peripheral modules (e.g., printer) at an additional cost are therefore generally not needed.

This makes Polytouch[®] terminals your first choice for setting up a new or modernizing an existing self-service infrastructure. For special use cases, the terminal's platform principle enables both the cost-efficient implementation of your special requirements and a fast time-to-market. We can realize almost all your requirements for accessories, peripheral systems and mounting and fastening variants in the shortest possible time.

In this brochure we present terminal models suitable for various sales channels in the retail grocery industry. The assignment of certain models to sales channels is based on our experience in kiosk construction and our knowledge of the markets. You would like to use a different kiosk for your sales channel? Gladly! One of our principles is „Anything is possible!“ You decide which technology you want to use, and our experts will bring it into your space!

Pyramid is one of the pioneers in the field of self-service technology. More than 60,000 Polytouch[®] terminals are in use at POI and POS worldwide. An industry giant

among grocery retailers trusts in technology from Pyramid.

Our passion for digitalization has made us your gamechanger for the challenges of today and tomorrow. With innovative technologies, designs and services, we can ensure your success. We will accompany you as competent partners!

We are Pyramid: Agile. Creative. Reliable.

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FOOD IS EVERYTHING

Digital Moments of Happiness at POI and POS

With an annual sales volume of more than € 200 billion, grocery retailing is one of the most important types of consumer goods suppliers in Germany.

Since 1991, spending on food by private households in Germany has almost doubled, and trends indicate it will continue to increase in the next few years, as well. On average, 40 million customers buy food every day: in supermarkets, discounters and full-range stores, convenience stores and automated convenience stores.

When it comes to maximizing sales and minimizing costs, digitalization is gaining in importance in all grocery retail sales channels. Consumers in Germany are much more open to self-service technologies than they were a few years ago. Acceptance of terminals at POI and POS is growing, and with it the realization that digital solutions help to make shopping faster, more convenient, and safer – by reducing social contacts.

At the same time, more and more grocery retailers understand that smart digitalization strategies do more than increase customer satisfaction. Kiosk terminals help to optimize processes and offer new, promising sales channels. In addition, the terminals relieve pressure on staff. Precious staff resources can be deployed elsewhere to add more value: for shelf maintenance, decorating, or advising customers.

The EHI study „Technology Trends in Retail“ showed that many retailers have recognized the advantages of self-checkout: 30% of respondents cited the digitalization of the point of sale as one of the most important developments in the next three years.

Digitalization creates a win-win situation for customers and retailers that is not limited to the point of sale, i.e., the last contact the customer has with the brand before leaving the store. Self-service technologies are also available for upstream touchpoints, benefiting consumers and retailers alike.

On the next pages, we will take you on an exciting journey to retail grocery sales channels and the self-service technologies that Polytouch® provides for them. We will show you in detail which terminals are best suited to which use cases and where the advantages lie.

Want to know more? Read on!

We hope you enjoy!



02. CONVENIENCE STORES

Self-Checkout with

Polytouch® FLEX21.5 and FLEX lite

The FLEX is Pyramid's tailor-made solution for convenience stores. Where the efficient use of space becomes a challenge because every square inch counts, the FLEX comes into play.

Due to its compact design, the FLEX fits in anywhere: from a convenience store at an inner-city high-traffic location to a rural suburb. A quick grab on-the-go or the daily grocery shopping trip: the FLEX makes self-checkout a breeze.

The almost frameless and super-flat touch display in portrait format gives the FLEX the look and feel of a

tablet. This creates a familiar usability for customers, inviting them to the convenience of self-checkout.

Incidentally, the FLEX received the prestigious European Product Design Award in 2020 for its pioneering design.

Despite its compact dimensions, the FLEX is a fully-fledged kiosk. Its stainless steel chassis makes the FLEX so robust that it can easily cope with tough operating conditions. In the countertop version, the FLEX can be placed on the sales counter. Stand and wall mounting are also possible, of course.

THE FUTURE IS HERE

It's compact! And how..



The standard version of the FLEX includes a module for cashless payments. If desired, this can be supplemented with a component for accepting and returning banknotes and coins.

This accommodates customers who still like to pay for small purchases with cash. Other peripheral modules can be added and upgraded flexibly. The FLEX name says it all!

The FLEX lite is designed for retailers who, due to very limited space, need a kiosk with minimal space requirements.

The FLEX lite is like the FLEX's little brother: a kiosk slimmed down to the absolute minimum. It is designed for no-frills self-checkout and contains everything needed: touch display, payment module and scanner.

And what about the printer? Doesn't the FLEX lite print out a receipt? Yes it does: on the screen as a QR code! The customer can scan it with the cell phone and immediately has the receipt in electronic form.

That much FLEX lite technology may not fit in a vest pocket, but it does fit in the smallest grocery store.

03. AUTOMATED CONVENIENCE STORES

Self-Checkout with

Polytouch® 32 PASSPORT

Automated convenience stores are one of the most important future trends in grocery retailing. They can be found in high-traffic metropolitan areas, in economically weak regions, in hospitals, canteens... Whether a trendy party runs out of drinks in the wee hours, someone out in the countryside needs cooking ingredients, you're in the hospital and need to replace a USB cable you forgot at home, or a cafeteria needs to make up packed lunches for the late shift...

Automated convenience stores are saying goodbye to closing time, both for consumers and retailers, everywhere. Shopping around the clock is the order of the day – without any need for staff.

In Europe, both big players and start-ups have recognized this new sales channel's enormous growth potential: 25 different concepts are currently vying for customers under the names Micro Markets, Smart Stores, 24/7 Stores or Tiny Stores.

Kiosk terminals are the key technology for consumer acceptance of this business model. In the absence of staff to assist customers with self-checkout or take over in the event of a self-service infrastructure failure, highly reliable terminals that are intuitive to use are essential to persuading shoppers of the practicality of this concept.

For the operators of these stores with reduced footprints, the dimensions of the terminals are also a decisive factor in addition to usability: the more space-saving the terminals, the easier it is to integrate them into the store concept.

What's the solution for your automated convenience store? The slim Polytouch® PASSPORT! The large 32" full-HD display showcases your articles as lifelike as on the shelf, making your customers want more. In the double-display version, the PASSPORT serves several customers at the same time, reducing lines during busy periods.

The PASSPORT's elegant design is in part due to its cable-free appearance. In the standalone version, the cables that supply the kiosk with power and data are routed invisibly through the stand.

Expanding or upgrading the kiosk with peripheral modules is completely straightforward. There is plenty of space inside the console (belly) and in the frame.

This means maximum flexibility of use and high cost efficiency when adapting to new challenges.

See a Polytouch® 32 PASSPORT in action in the Edeka 24/7 store in Renningen train station:

Scan QR code and watch video





WELCOME

24/7

Hier Bestellen

SHOPPING ALL THE TIME AND EVERYWHERE

Store closing time is so yesterday...

04. FULL-RANGE RETAILERS

Self-Checkout with

Polytouch® NEXGO





CASH OUT LIKE THE PROS

From A for allspice to Z for zucchini...

Full-range retailers are all-round suppliers when it comes to food. Their product range is so broad and deep that customers' wishes are rarely left unfulfilled. Families buy in bulk at full-range stores to cover their weekly or even monthly requirements. The grocery carts that move through the self-checkout stations are correspondingly extensive.

Ready to take up the challenge is NEXGO, our self-checkout terminal in horizontal format. We have integrated the scanner and printer into the counter, simulating a cashier counter. Customers simply slip into the role of the cashier, whose actions they know from their own experience. Self-checkout can be this easy!

The NEXGO performs brilliantly in every use case. It unleashes its top performance with large and very large orders: it doesn't break a sweat even with very fast scanning of dozens of items. This is thanks in part to the high-precision scanner that our designers have integrated into the NEXGO. It delivers excellent recognition rates even with high throughput and small, damaged or poorly printed barcodes.

Even in its basic version, the NEXGO is a complete self-checkout system that lets you and your customers hit the ground running: 15" or 21" touchscreen, scanner, payment module, printer and checkstand light.

The NEXGO can be expanded with a whole universe of available accessories. We offer the following peripherals for optimal adaptation to your use case: coupon scanner and coupon box, cash management, bag holders, various shelf systems and more. Anything is possible!

Oh, and for stores where space is a critical factor, the NEXGO is available in a space-saving compact version.

A Polytouch® NEXGO as part of the SAP Experience Center in Walldorf:

**Scan QR code and
watch video**



04. FULL-RANGE RETAILERS

Self-Checkout with

faytech EASY Shopper

From shelf to cart, from cart to conveyor belt, from conveyor belt into the bag? No! The EASY Shopper puts an end to repacking groceries. Almost 4,500 EASY Shoppers are delighting customers and employees every day in more than 100 branches of a large full-range retailer.

That's why the company is continuing to modernize vigorously: By 2026, another 11,000 EASY Shoppers will be added. Then customers in 600 stores will be able to go on a spree with the world's most modern shopping cart.

The EASY Shopper is equipped with an 11.6" full-HD touch display and a scanner. Your customers simply use it to scan the barcodes, confirm the result on the screen, and place the items directly into their bags or baskets in the shopping cart.

Checkout is possible with cash or by card at an EASY Shopper checkout or – even more conveniently – with the EASY Shopper app for smartphones. A green light on the shopping cart signals successful payment, and the customer can leave the store without assistance from any employees. That's it! No more placing purchases on the checkout belt, no more scanning by employees, no more repacking for the trip home.

With EASY Shopper, your customers save time – an average of about 30 minutes per purchase – and you save employee resources.

But the EASY Shopper can do much more.

With the smartphone app, shopping lists can be created at home, which then appear on the cart display. Once a product on the list has been scanned, it automatically disappears from the list. After each scan, the EASY Shopper calculates the subtotal and shows it on the display. This means that your customers can always keep an eye on the value of the shopping cart.

Another advantage of intelligent shopping carts is especially appreciated by customers who do not run their errands regularly or who go to different stores: if there is a shopping list, the cart can guide them to the items they are looking for. And those who have returned empties for redemption can scan the receipt on the shopper, which automatically deducts the amount from their total. Wow!

If you think you know the most important facts about the EASY Shopper – no way! The world's most advanced shopping cart is also a rolling digital signage board that continuously accompanies your customers on their shopping tour – pointing out special offers or suggesting items that match their shopping list.

Would you like more information about the EASY Shopper? You can take a look at the test report by GALILEO on PRO7.



faytech is a brand of the Pyramid Group

Scan QR code and
watch video



OFF WE GO!

With the most modern shopping cart in the world...



04. FULL-RANGE RETAILERS

Preordering with

Polytouch® PE1000



For full-range retailers, the checkout area is not the only critical zone. Queues also form at deli counters. This is where the PE1000 can help.

The PE1000 shines as a wait-time management solution for deli counters. Your customers can conveniently order what they need on the PE1000, and while they continue shopping, your employees prepare their order.

The PE1000 reduces wait-times and lines at the counter. Your deli staff have more time for things like providing expert advice for complicated questions, because there is noticeably less pressure on them.

But the PE1000 does even more: as an information terminal, it can inspire your customers with recipes and encourage purchases. If desired, the PE1000 can even print out the results of their research for the customer to take home.

SELF-SERVICE AT THE DELI COUNTER

Wait-time management for gourmets...



The smallest member of the PE family requires a minimum of floor space for a maximum of features.

The PE1000's full-HD touch display presents cold cuts, cheeses, meats and specialties in sharp detail and vibrant colors, giving customers a true-to-life impression of the freshness and quality that you provide to them.

The chassis below the display contains all of the PE1000's modules (including scanner and printer). The support column is a high-quality aluminum construction that gives the PE1000 its slim yet sturdy design.

The computer unit is integrated into the column and accessible through a service hatch. An efficient fan system prevents the terminal from overheating when operating at full load in high ambient temperatures.



MANY ROADS LEAD TO ROME

Scan & Go...

04. FULL-RANGE RETAILERS

Self-Checkout with

Polytouch® PE2000

One of the trends driving digitalization in grocery retailing in many European countries and in the USA is checkout via mobile self-scanning. In contrast to scanning the entire shopping cart at a stationary self-checkout station, the customer uses a scanner to add items to their order before placing them in their shopping cart.

When they are finished shopping, the customers can pay at the self-checkout terminal without having to pick up the items again. Customers are thrilled!

How widespread is self-scanning in Germany? In Germany, this method is catching up, but checkout at stationary self-checkout stations is still clearly ahead.

With this in mind, Pyramid is injecting new energy into self-scanning with the Polytouch® PE2000. The PE2000 is exceptional in many respects. Its absolute top feature: it consists of two terminals, that is, you're providing your customers two kiosks and 24 hand-held scanners in one system!

The heart of the PE2000 is its robust center column, which houses both the industrial computers and the power supply. The clever and innovative design reduces the kiosk's footprint, protects its internal components from adverse impacts and provides an extremely attractive design.

Each wing of the kiosk includes a printer, a payment module and twelve hand-held scanners located at the rear of the display. An optional scale allows your customers to check out fruits and vegetables themselves, as well.

We here at Pyramid believe that the hand scanner has clear advantages over app scanning, where the customer scans the barcodes on the items with their smartphone.

For app scanning, the mobile device often has to be taken out of its case, because it interferes with scanning. The customer experience can be put at real risk if the cell phone is dropped and damaged while it is being removed from its case or used for scanning.

In short, the PE2000 allows you to give your customers the ultimate shopping experience while at the same time making the lines at your conventional checkouts shorter, helping your staff.

05. DISCOUNTERS & SUPERMARKETS

Self-Checkout with

Polytouch® NANO

02



02



*The genesis of the
NANO*



Discounters and supermarkets are generalists. Their product range includes food and much more: clothes, toys, small appliances and more. This affects shopping carts.

They contain items with very different shapes, weights and sizes. A clear case for a NANO self-checkout station!

The NANO's clear design concept makes it a highly visible landmark in any store concept, inviting customers to the self-checkout. All of the terminal's components and peripheral modules are located along a vertical line. The arrangement – from the scanner at the base to the printer below the screen – corresponds to the checkout sequence and is virtually self-explanatory in guiding the customer through the process.

With an additional handheld scanner, even checking out large and heavy objects that customers are reluctant to take out of the cart is a snap. That's the reason for the NANO's motto: Scan! Pay! Be thrilled!

How about the NANO and future-proofing? What if you need to change the layout of your sales floor, your product range, or your payment options? No problem! The NANO will follow right along with you. The clever mix-n-match concept guarantees cost-efficient expansion or updating of the mounting system and peripheral modules should the need arise.

Would you like to make self-checkout even more attractive for your customers in the near future? For this scenario, the NANO's LED light can be replaced by an image sensor that takes high-resolution images of the items for a machine vision solution in the back office. An AI-powered process recognizes the items in a fraction of a second, without your customers having to spend time searching for and scanning barcodes.

This is how the NANO can optimize your specific in-store processes today, tomorrow and the day after tomorrow, while also increasing your customers' satisfaction.

In addition to the special NANO features, the kiosk naturally also has all the benefits of Polytouch: high performance, space-saving dimensions, easy installation and simple maintenance. Even the Museum Of Architecture and Design in Chicago was impressed by this much perfection. It presented the NANO with the coveted Good Design Award, one of the world's most prestigious awards for industrial and product design.

TECHNOLOGY FOR THE DAY AFTER TOMORROW

Self-checkout reconsidered and award-winning...



05. DISCOUNTERS & SUPERMARKETS

Information & Cross- and Upselling with
Polytouch® CURVE

ONE FOR MANY

Adaptable like a chameleon...

The digitalization of grocery retailing is not only taking place during self-checkout at the point of sale. Self-service technologies at the point of interest are also of critical importance.

As an information terminal, the Polytouch® CURVE attracts your customers' attention with interactive content on its large-format display. It notifies customers of special offers, provides recipe suggestions, indicates the availability of items and their location, and advises allergy sufferers on ingredients. Further information, e.g., as slide-shows or videos, is always just a touch away.

The advantages compared to analog advertising or informational media are obvious: the CURVE's digital messages can be updated in the blink of an eye, allowing you to react quickly to changing situations.

One use case is not enough for you? Then upgrade! There's space between the curved columns for peripherals that will turn the CURVE into a cross-seller and up-seller. As a virtual product shelf, the CURVE expands your core range of products with attractive articles and services. By attracting new regular customers and reaching new target groups, the CURVE also increases in-store traffic.

With a SIM card dispensing module, the CURVE offers a fully automated onboarding process for anyone who wants to obtain a prepaid card or top up their prepaid credit. One of the CURVE's special innovations is instant biometric authentication when purchasing a SIM card. The new procedure eliminates the need to go to the post office or make a video call to a legitimization office. The combined authentication procedures between camera and scanner automate the entire process, making it much simpler.

If it has a printer module, the CURVE can even sell tickets for regional events, as well as personalized gift and voucher cards (apps, games, shopping, music) – all without standing in line. With its cross-selling and up-selling capabilities, the CURVE took 3rd place in the Retail Omnichannel category of Best Retail Cases in 2020.

Of course, this Polytouch® kiosk is also an eye-catcher, like the others: the streamlined design of the CURVE is unique! The elegance of the design is enhanced by invisible cables running through the right column.



Best Retail Cases
AWARDS

PYRAMID
agile. creative. reliable.