



News Release

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The Channel Island Co-Operative Society Boosts Customer Service With NCR Solution

LONDON –A group of fifteen retail outlets based in Jersey and Guernsey is offering consumers an enhanced shopping experience thanks to checkout and back office software and technology from NCR Corporation. The Channel Islands Co-operative Society (CICS) has purchased the NCR retail solutions from Midlands-based NCR reseller Commercial Software Management Limited. Installation was completed at the end of September.

Mike Guest, IT Manager of the CICS, said: "Our overall business objectives are to attract new customers whilst retaining existing ones. By enabling us to expedite service at the checkout and improve inventory management, the NCR solution will take us some way to achieving this and, at the same time, will help our Management improve profitability."

The foundation of the Society's solution is the NCR MTX software platform, which is designed to meet the needs of businesses with a variety of store sizes and formats. CICS retail outlets range from food, sporting equipment and household goods retailers to travel shops and petrol stations. Key NCR hardware components of the solution include the NCR 7453 point-of-service (POS) workstation with NCR's DynaKey operator interface and NCR 7875 scanner/scale. The industry's first 'smart' operator interface, NCR DynaKey is designed to shorten operator training time while increasing cashier productivity. Users such as the CICS can readily upgrade in the future to take advantage of new technology as their businesses grow and requirements change. For example, NCR MTX can be configured with NCR's self-checkout and electronic shelf label solutions as well as a wide range of other NCR and third party store automation systems.

NCR MTX software allows retailers additional insight into product trends; thereby ensuring investment is always tied into moving stock and avoiding out-of-stock situations. Consumers also benefit from consistently accurate pricing, receipts with greater detail and the knowledge that the product they require is likely to be in stock.

At those locations that have petrol stations, CICS will also install NCR Octane 2000, a suite of applications developed specifically for petrol stations with convenience stores. Octane 2000 provides a comprehensive business management system for each store and includes point-of-sale, back office, forecourt control, system control, communications and item management functions.

Consumers visiting CICS stores will also benefit from sophisticated electronic funds transfer systems, delivering quicker card transactions and a variety of other payment options, including credit and debit card transactions.

Store managers from the CICS group will be trained by CSM and NCR on usage of NCR MTX and NCR Octane 2000, ensuring that they realise maximum potential from their new systems.

Dave Kuhn, NCR vice president, Northern Europe, said: "This kind of retail technology can transform the face of retail outlets such as those of the CICS. Its selection of this NCR store automation solution is evidence of the Society's commitment to transforming day-to-day interactions with shoppers into stronger, more personalised customer relationships."



About NCR

NCR Corporation (NYSE: NCR) is in the business of transforming transactions into relationships. NCR is a recognized world leader in data warehousing solutions, ATMs, point-of-sale systems, high performance scanners, and support services for retail, financial, telecommunications, airline and insurance markets. NCR's business solutions are built on the foundation of the company's long-established industry knowledge and consulting expertise, value-adding software, global customer support services, a complete line of consumable and media products, and world-leading hardware technology. More information about NCR and its products may be found on the World Wide Web at www.ncr.com.

A significant part of NCR's business is developed through an indirect channel of established partners and resellers.



About the Channel Islands Co-operative Society

The Society was formed in 1995 with the amalgamation of the Jersey and Guernsey Societies. With turnover in excess of £8 million during 1999 the Society continues to be a very successful and profitable organisation.

The Society's principle activities within Jersey and Guernsey comprise of Food, Homemaker, Leisure and Petrol Retailing, the provision of Financial Services and Post Office facilities in-store to its members.

Over the years the Society has returned a significant amount of its profit to Members in the form of dividend, in what must be considered the longest loyalty system in operation today. Membership currently stands at around 82,000 with the latest dividend payment reaching £3 million.



About Commercial Software Management Limited

CSM is an NCR value added reseller, providing integrated business solutions which are delivered using NCR hardware and software platforms. These solutions assist retailers in maximising their customer service levels and thereby improving the overall profitability of their retail operation.

NCR is a trademark of NCR Corporation.