Centralized real-time management with SAP Point-of-Sale by GK

SAP Point-of-Sale by GK für Valora

Simply Retail.

GK SOFTWARE

Quick facts

The challenge

> Centralized management of various retail banners

> Parallel projects in 2 countries

> Integrated POS system in 1,300-plus stores

The solution

> SAP Point-of-Sale by GK

> Seamless Integration of all operating SAP systems

About GK Software SE

> A leading international developer and vendor of standard software for the retail sector

> Comprehensive suite of solutions for all store processes from a single supplier

> Over 262,000 installations globally, in more than 50 countries

> In productive operation within leading national and international retail chains

GK SOFTWARE

"SAP Point-of-Sale by GK enables us to analyze sales data from our numerous outlets in several countries in real time."

Klaus-Dieter Schuster,
Manager POS Applications Valora Schweiz AG

Centralized real-time management with SAP Point-of-Sale by GK

The Switzerland-based Valora group is the market leader in convenience stores in four countries in central Europe and has approx. 2,500 retail outlets in total. To facilitate the centralized real-time analysis of various formats of store data, Valora has implemented SAP Point-of-Sale by GK.

Valora has an extremely fragmented network of small convenience stores. To ensure business continuity and further growth, Valora required a software solution that allows its retail outlets to be managed efficiently from a central location. For example, the group's kiosks and railway-station newsagent's stores carry a range of newspapers and magazines, tobacco products, food and non-food items as well as providing certain services, while the bakery stores are specialized in sandwiches, cakes and snacks. In 2012 the group kicked off a project to replace its end-of-life store-level software, which could no longer be supported. The aim was to integrate a future-proof and 100% SAP-compatible POS solution. The project entailed the roll-out of SAP Point-of-Sale by GK in around 1,300 stores under four different Valora retail banners in two countries by the end of 2016. In addition to the group's own retail outlets - kkiosk, Presse&Buch and Naville - the roll-out also covered the sales activities through the franchise businesses called avec and Ditsch.

GK SOFTWARE

The Solution

Central Solution for all Countries

Centralized monitoring

One key objective was to eliminate the application bottleneck by implementing a POS solution that could be further developed and expanded in the future. Additionally, the aim was to optimize the running costs of the central servers. Since this was not possible with the existing architecture, an architectural upgrade was necessary. Now, thanks to the use of the central back office in the data center, Valora is able to monitor all international outlets in real time from a single location and to directly access any required information.

International reach

Valora is currently utilizing SAP Point-of-Sale by GK in three different languages in approximately 1,300 stores in Switzerland and Germany. For this microretailer, it was particularly important to work with a single solution based on uniform software which could be configured differently for the various store formats. Once the pilot phase in the first country proved successful, the new solution could be further rolled out. With the exception of Ditsch, each individual store has been connected to the Valora headquarters in Switzerland via a centrally hosted back office.

GK SOFTWARE

Seamless Integration of all Sales Formats

SAP integration

One important criterion for the new store-level solution was seamless integration with Valora's existing SAP systems and components. Since SAP Point-of-Sale by GK has been developed in close cooperation with SAP, it is of course the optimal solution in this regard. As a result, it works in perfect harmony with SAP's centralized approach and can be used to manage any number of stores, irrespective of whether they are located in Germany, Switzerland or elsewhere. This aspect was a deciding factor in view of Valora's strategy, because one of the European microretailer's goals is to expand through a mix of organic and inorganic growth. A POS solution that can be adapted to new conditions and requirements optimally supports Valora's retail division in achieving that goal.

Customizability

SAP Point-of-Sale by GK is based on standard software that can be customized or reprogrammed precisely in line with each customer's individual requirements. In this project, countless change requests were performed to align the solution with Valora Retail's specific business model. For example, one unique adaptation was the integration of external software facilitating the sale and purchase of items such as iTunes cards and mobile phone top-up cards. Another example is the Ditsch retail format, which does not have its own SAP retail system. For this format, the data provision and retrieval process has been adapted and now runs via the current Valora/SAP solution.

Fast Training

Short training time

Store employees have reacted very positively to the new solution. The POS solution is intuitive to use and most processes are self-explanatory. This has enabled the amount of training to be reduced to just a few hours. Meanwhile, since the solution does not allow incorrect operation, the error rate has dropped considerably, resulting in significant optimization of the POS processes.

„Together with GK Software, we have been able to successfully replace our old POS landscape with a contemporary and future-proof solution. All challenges were overcome competently during a steep learning curve.“

Klaus-Dieter Schuster,
Manager POS Applications Valora Schweiz AG

GK SOFTWARE

GK SOFTWARE SE

Waldstraße 7

08261 Schöneck

Germany

P +49 37464 84 - 0

F +49 37464 84 - 15

info@gk-software.com

www.gk-software.com

Office Switzerland

Überlandstraße 105

8600 Dübendorf

Switzerland

Office Russia

ul. Marshala Rybalko

Building 2, 6th floor, room 1

Moscow 123060

Russia

P +7 495 640 39 94

GK SOFTWARE USA, Inc.

9121 Anson Way

Suite 150

Raleigh, NC 27615

USA

P +1 984-255-7995

GK Software Africa (PTY) Ltd.

Building 13

Woodlands Office Park

20 Woodlands Drive

Woodmead, Gauteng 2196

South Africa

P +27 (0)11 - 568 46006

GK SOFTWARE

GK SOFTWARE