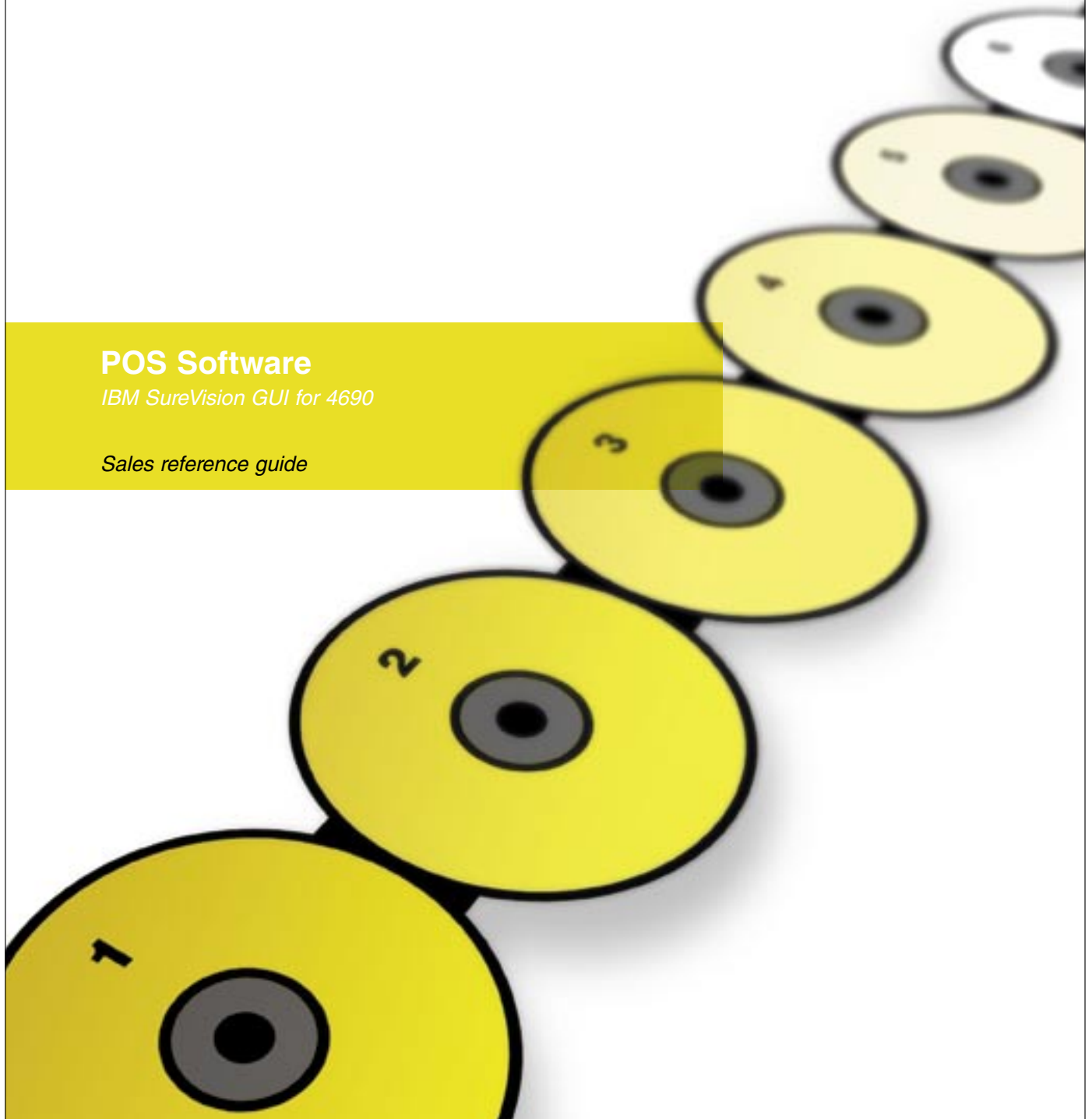**IBM Retail Store Solutions**

IBM

POS Software
IBM SureVision GUI for 4690

Sales reference guide

Summary

IBM SureVision GUI for 4690 is a software offering designed for retailers who need to enhance their current POS software for e-business, instead of purchasing new software that is not customized for their stores. Essentially, SureVision allows retailers to create a Java™ technology-based GUI (graphical user interface) for 4690-based point-of-sale (POS) applications from IBM, even if they have been highly customized for a specific store or chain. Although the frontend becomes graphical, the underlying business logic of the application stays the same. So retailers can retain the POS software they know and trust, and simultaneously prepare their stores to take advantage of touchscreen operation and e-business integration, both of which require a GUI frontend and will be critical for meeting the challenges of an on demand world. SureVision also uses template screens built in XML, so editing screen layout is easy and requires no programming.

Key messages

1. IBM SureVision works with 4690-based applications from IBM

It enables retailers to develop a dynamic, Java technology-based GUI for IBM General Sales Application (GSA), IBM Supermarket Application (SA) and IBM Chain Drug Sales Application (CDSA), even if they have been heavily modified and customized. All functions are preserved – only the user interface changes.

2. IBM SureVision enables touchscreen operation

Operators no longer have to memorize key sequences. They simply point and touch, following the application's lead. This allows retailers to accomplish two goals. First, they can train more operators in less time at a lower total cost. Second, they can rollout new or expanded applications very quickly to meet their customers' changing needs.

3. IBM SureVision can create an employee-information portal

Coupling the IBM SureVision GUI with the IceSoft browser enables Web access, allowing retailers to use the POS to download training manuals, policy guides and other files from a secure intranet site. This eliminates the considerable costs of creating, printing and distributing paper documents to stores.

4. IBM SureVision turns the POS into a point of service

With a GUI at the POS, it becomes much easier for retailers to improve customer service. For example, they can use the GUI to prompt sales associates to deliver targeted messages, promote special items and give customers one-on-one attention.

5. IBM SureVision is easy to customize

The process retailers must follow to add Java components (and expand POS functionality) is relatively simple. No programming is necessary to change screen layout, even for highly customized, store-specific GUIs. Because template screens are built in XML, retailers just point and click in a user-friendly XML editor.

IBM SureVision GUI for 4690

Features	Benefits	The retail on demand connection
Proven applications can be enhanced with intuitive, easy-to-navigate touchscreen user interfaces	Significantly reduces training time	Take out costs Enable your people
Template screens are designed for easy touchscreen operation with large fonts, scroll bars and menus	Lets retailers take advantage of touchscreen software with little additional customization	Take out costs Enable your people
Touchscreen GUIs can be customized to display only valid options	Speeds up checkout with lower risk of error	Transform the customer experience Enable your people
Additional full-screen customer display (nontouch) supported for SA and GSA (not CDSA) running on IBM 4690 OS V3 R2 or later	Increases opportunities to engage the customer during checkout	Transform the customer experience
Touchscreens can be configured to match operator preference for handedness or language after login	Improves operator productivity	Enable your people
GUIs can be developed to enable access to functions based on skill level or title	Improves productivity and tightens security	Enable your people Operate with secure resilience
Access to Web browser enables operators to use the POS to locate customer data	Helps operators deliver personalized service and maximize upselling and cross-selling	Transform the customer experience Enable your people
Access to Web browser links POS to back-office and enterprise applications	Improves efficiency for time and attendance and other daily procedures	Take out costs Enable your people
GUIs can show a running total of purchases or loyalty points	Keeps customers engaged at the POS and satisfied with their shopping experience	Transform the customer experience
Easy-to-customize XML template screens	Lets retailers minimize visual clutter and make other improvements quickly and easily in an XML editor with no programming	Transform the customer experience Take out costs
Java development environment	Lets retailers easily add unique or store-specific functionality	Transform the customer experience Enable your people
Custom screens show the 2x20 display, receipt and transaction status	Gives operators maximum visual information	Transform the customer experience Enable your people
GUI pulls data directly from the core application	Ensures accuracy	Transform the customer experience

Positioning

Portfolio comparison

SureVision, together with its European twin, ASTRA, are unique in the Retail Store Solutions portfolio. They are software offerings that are specifically designed to enhance other IBM software. SureVision is very similar to ASTRA. They offer many of the same capabilities, but have some basic differences in their construction. (For example, SureVision uses XML to create GUI screens, and ASTRA uses text-based configuration files.) Both are worldwide offerings. However, SureVision was developed in AG, and has a strong base of customers and a support team in AG.

Target market

1. Cross-segment IBM 4690 OS customers using GSA, SA or CDSA

SureVision enables customers with highly customized IBM 4690 OS-based applications from IBM to protect their software investment and upgrade their capabilities at the same time. By preparing stores for touchscreen operation and other e-business initiatives, SureVision provides an additional level of investment protection and drives sales of touchscreen displays, POS systems and e-business consulting.

Specifications (minimum requirements)

Hardware

Clients	IBM SurePOS™ 4694, model 245 or higher IBM SurePOS 700
Speed	266MHz processor or faster
Memory	64MB or more

Operating systems supported

IBM 4690 OS	4690 OS Version 2, Release 4, build level 02F0 or later 4690 OS Version 3
IceSoft Web browser	Version 5.4.1 installed and in classpath, Product number 5799-RWQ

Software supported

IBM 4690 OS-based POS applications	IBM 4680-4690 GSA 9802 or later (J002 recommended)[1] IBM 4680-4690 SA K001 or later IBM 4680 CDSA 9701 or later[2]

Peripherals

Display	IBM SurePoint™ Solution (4820 touchscreen display) SVGA display (for nontouch GUI)[3]

Total solutions

Retail customers interested in a SureVision implementation will be able to get assistance from the IBM National Retail Services Center (NRSC) – a service group within IBM Retail Store Solutions that helps retailers integrate and implement store-level solutions – as well as any of the following IBM Business Partners, all of whom have received instruction and training on the SureVision software:

- *Integrated Systems Development (www.isdretail.com)*
- *SAM Group, Inc. (www.samgroup.com)*
- *Kyrus Corporation (www.kyrus.com)*
- *Systech Corporation (www.systech.com)*
- *RHISCOM LTDA (www.rhiscom.com)*

[1] For GSA, fixes (or apars) IR44234 and IR43437 are also required. No support is provided for the enhanced Full-Screen Input State Table.
[2] CDSA does not have user exits, so changes must be added to CDSA that are 'hooks' for SureVision. These changes are documented.
[3] IBM 4690 OS V3 R2 required to run the customer and operator display.