



Background

“ Today, \$1.5 trillion in retail sales is generated by customers who start their shopping journey online and conclude it in the physical store.

Forrester Research



In today's online driven 24/7 shopping environment, today's bricks and mortar stores need to maintain relevance to survive.

Static point of sale

Whilst omnichannel retail demands many mobile app-based solutions usually running on tablets, there is and will also remain the necessity for static point of sale.

Therefore, to ensure that the customer experience is a positive one, these customer engagement points must deliver fast and dependable operation, be accessible for payment transactions and provide an ergonomic, productive workstation for the operator.



Retailers must ensure full utilisation of the IT hardware, legal compliance and best practice. In today's challenging environment where all investment decisions are subject to the most intensive scrutiny, hardware needs to deliver.



SpacePole[®]
mounting



SpacePole Essentials[®]

SpacePole Essentials, the world's leading technology mounting solution, was created to work with existing hardware or furniture by offering robust ergonomically designed mounting options that are built to last. The concept behind Essentials is very straightforward and only requires you to select your VESA mounting and required functionality, pick the cable managed peripheral swing arm and finally match your peripheral hardware.

Essentials has been developed from 20 years' experience of providing technology mounting solutions that deliver the functionality, quality and features that retailers demand. Essentials offers features and functionalities that improve ergonomics and productivity and are configured from standard parts and accessory ranges suitable for all in-store retail applications.

With the broadest range of mounting options available anywhere, Essentials works in harmony with hardware from all the leading point of sale manufacturers.



mPOS - mobile point of sale

With the increasingly popular online driven 24/7 shopping environment, today's bricks and mortar stores need to maintain relevance to survive. The customer expects a joined-up customer experience; one that reflects what they find online, in-store. New in-store technology and associated apps have created a more engaging and seamless shopping experience that must not be static.

These away-from-the-till mPOS solutions and services featuring tablet-based applications in conjunction with mobile payment terminals, can make the customer experience personal, through the use of visual merchandising, for example. And by being mobile, there is an extra benefit of increased sales space within the store.



KEEP IT MOVING...

Style meets functionality

mPOS has spawned a range of apps, designer peripherals including mobile payment devices and mini Bluetooth® enabled printers – all the functionality that any retail environment would expect at a fraction of the investment. Our range of tablet sleds and enclosures works with you to help create a complete retail solution built around a tablet-based mobile point of sale solution.

Full details can be found in our complementary Point of Service publication.

- Desk, cash drawer, floor stand or wall mounted mPOS
- Compatibility with mobile payment devices
- Fixed, mobile or hybrid solutions
- Colour coordination to match your retail environment
- Products reflect the latest tablet offerings

Bringing mPOS to life

Mobile point of sale is the flexible alternative to the traditional checkout. Run primarily with tablet-based technology at its heart, there are a number of guiding principles that need to be addressed to ensure the solution delivers:

Durability & reliability

Can it cope with the demands of constant staff or customer usage?



Connectivity

Is there a reliable wireless access technology that these devices can run from? Can the network cope with multiple devices connecting at the same time?



Power

What is the battery life of the device? Will it need recharging during the day? Who will manage this process to ensure that tablets do not lose power?



Use/support

Can users get to grips with the technology easily? How much training is needed and how often should training be offered? Is there a 24/7 support network in the event of technical issues?



Security

Is the network on which the devices run secured? Are the devices protected from theft? Are they stored in a safe location between uses?



C-Frame™



Dock & Charge™



X-Frame™



Vario™



A-Frame™



Protecting mPOS hardware

Whilst our sleds and enclosures enable your tablet-based mPOS application, we are the only technology mounting solutions organisation that provides an end-to-end solution. Our integrated storage and charging solutions ensure that your tablets are secure and charged when not in use – addressing two of the most critical components of a successful tablet deployment.

Our UCS universal intelligent charging solutions allow a range of devices to be charged at the manufacturer's recommended level, without being plugged into the wall, avoiding potential battery life loss from over- or under- charging.



ClickSafe® security tethers provide physical security for our payment mounting solutions and also for our X-Frame tablet mount. ClickSafe complies with all PCI physical security requirements and has been specifically engineered to protect hardware from tampering and theft.

Full details can be found in our complementary Point of Service publication.



Payments

Payments, unsurprisingly, are the least favourite part of an in-store shopping experience. Queuing at the point of sale is slow and laborious. That desired seamless shopping experience can come to a grinding halt.

Usability, accessibility and physical protection must be central to the planning process to ensure that the correct payment solution is in the correct location to deliver excellence in customer service whether static, frictionless or mobile.

Our organisation is an active participating member of the PCI Security Council and our SpacePole payment solutions follow the latest PCI-DSS physical security best practice compliance directives.

Ergonomics Consultancy

Our Ergonomics Consultancy practitioners can conduct evaluations and provide practical advice to ensure that clients are adhering to good ergonomic principles in the workplace. The Ergonomic Solutions team works to look after the health, safety and welfare of your employees by identifying potential causes of ill health and injury at work and investigating problems related to the use of equipment, work processes and the broader work environment. Our Ergonomists work with our customers within retail and other industries to ensure optimal working practices - and great ergonomics.

Ergonomics Consultancy can help retailers provide safe, comfortable, efficient and accessible point of sale workstations to ensure that employees and customers experience the benefits of a good and usable design.

Ergonomic Solutions

Ergonomic Solutions is the leading global provider of innovative and ergonomically designed technology mounting, mobility and security solutions for a wide range of static and mobile technology hardware at the Point of Sale, Point of Payment and Point of Service. Over 20 years of deep understanding of the evolution of technology hardware, ensures that the latest generation of our mounting solutions enables technology to provide a combination of best practice in customer experience and demonstrable return on investment in a wide range of static and mobile applications.

Our services include design and development for customised solutions and our influential Ergonomics Consultancy has advised many of the world's leading retailers. In addition, we are also an active participating member of the PCI Security Standards Council. Creators of SpacePole, Ergonomic Solutions is the global market leader, having supplied over 5 million unique SpacePole installations – and in the retail sector we supply over 60% of the global top 50 retailers, making our technology mounting solutions the preferred choice.

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