

# OMNI-MOBILE POS

RETAILERS MUST MOVE PAST TRADITIONAL SYSTEMS TO THE NEXT-GEN "OMNI-TERMINAL"

TRENDAGRAM

"Instead of a simple point of checkout device, the POS needs to serve as the link to customer information, shopping history and purchasing behavior across channels." (2)

6.9 years

The average age of a traditional POS system. (1)

28%

Retailers increasing store IT spending on tablets (3)



62%

Retailers have refreshed their stationary POS terminals in the last five years (2)

"The majority of retailers continue to use traditional POS hardware as their basic POS, adding mobile options and additional PCs or tablets as supplements." (2)

65%

Retailers plan to increase tablets by 2018 as part of their POS hardware plans (2)

1/3

Retailers are planning to make a new POS decision in the next 12 months, while 30% will make a mobile POS purchase decision (5)

35%

Retailers still support disparate technology between online, mobile and store operations. (6)

27%

Retailers have implemented assisted selling to their portable/mobile employee capabilities (4)

26%

Retailers currently implementing tablet POS devices (7)

Sources: 1 – EKN Research, "State of the Industry Research Series: 2015 Retail Point-of-Sale Blueprint;" 2 – Boston Retail Partners, "POS Customer/Engagement Survey;" 3 – RIS/IHL Group, "12th Annual Store System Study 2015: Making Stores Matter;" 4 – RSR, "Mobile Retail Finds New Purpose;" 5 – RIS News, "The 13th Annual Store Systems Study 2016: Retail Technology Spend Trends;" 6 – Forrester Research, "Customer Desires vs. Retailer Capabilities: Minding the Omnichannel Commerce Gap;" 7 – RIS News, "25th Annual Retail Technology Study: Retail Transformed"

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