

New IDC MarketScape Evaluates Point of Sale Software Vendors in Department Store Retail Sector

Research highlights 11 vendors with innovative omni-channel commerce-enabled offerings

FRAMINGHAM, Mass., April 10, 2018 – Today, more than ever, retailers need to harness the retail technologies that remove the friction from across the entire customer journey. At the center of this retailer-consumer interaction is the point of sale (POS) — the nerve center of the retail store. [IDC Retail Insights](#) today unveiled a new report, *IDC MarketScape: Worldwide Point-of-Sale Software in Retail Department Stores 2018 Vendor Assessment* (Doc #US43639918), that examines the POS software vendors selling into the department store retail sector, looking in particular at the omni-channel scenarios and capabilities of the POS software vendors against a broad list of omni-channel scenarios and capabilities. The second in [a series of IDC MarketScapes for the apparel and softlines retail sector](#), the new report features eleven vendors: Celerant Technology, Diebold Nixdorf, Fujitsu America Inc., GK Software, Infor Retail, Jesta I.S., Mi9 Retail, NCR, Oracle, PCMS, and Veras Retail.

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According to IDC research, spending on POS software is forecast to grow across all retail sectors at a compound annual growth rate (CAGR) of 4.9% by 2021. As the omni-channel ante goes up, customers expect better, faster, and easier ways to search, buy, and get delivery of their purchases. In response, POS software vendors are developing their solutions to overcome the increasing omni-channel commerce pressures that retailers are feeling. IDC's new series of reports specifically evaluates the POS software's support for leading omni-channel scenarios and capabilities to support retailers as they navigate the POS landscape. Included in the research is a broad set of vendors ranging from those offering standalone best-of-breed POS software solutions to software vendors offering a POS solution within a unified commerce or omni-channel retail suite to those offering all-in-one retail suites.

According to the report, the omni-channel area showing the widest divergence of capabilities was in support for payment and transaction management capabilities. The fragmented payment landscape continues to be a challenge for retailers at the very time when the options for how to pay are exploding. From mobile wallet technologies to the management of persistent shopping carts in-store to self-checkout to dynamic currency conversion, POS solution providers are

figuring out how to incorporate or support the capabilities that consumers want. In addition, there is a considerable range of capability in the department store POS landscape in the area of omni-channel fulfillment. Buy online, pick up in-store is no longer the only omni-channel scenario customers demand. This is a key omni-channel differentiator between POS software vendors.

Key differentiators of the new research include:

- The research is segmented into several retail sectors with common characteristics that lend themselves to common POS assessment.
- Focus on specific omni-scenario capabilities or functions, and omni-channel experience of adjacent solutions or functions, rather than on POS software features/functions overall.
- The POS software vendors included are those that have established the most significant presence and impact on the market.

"Unlike any other POS research on the market today, we took a comprehensive look at the omni-channel commerce capabilities of the POS software vendor landscape, as opposed to a feature/function comparison. This is important as the POS system continues to be a central component of the retailer-customer interaction and everything that happens along the customer journey," said [Robert Eastman](#), research manager, [Worldwide Retail Technology Strategies](#), IDC Retail Insights. "This research highlights the vendors with omni-channel commerce-enabled offerings in the department store sector and those vendors that are leading in their POS innovation."

[IDC MarketScape](#) criteria selection, weightings, and vendor scores represent well-researched IDC judgment about the market and specific vendors. IDC analysts tailor the range of standard characteristics by which vendors are measured through structured discussions, surveys, and interviews with market leaders, participants and end users. Market weightings are based on user interviews, buyer surveys and the input of a review board of IDC experts in each market. IDC analysts base individual vendor scores, and ultimately vendor positions within the IDC MarketScape, on detailed surveys and interviews with the vendors, publicly available information and end-user experiences in an effort to provide an accurate and consistent assessment of each vendor's characteristics, behavior and capability.

For additional information about this report or to arrange a one-on-one briefing with Robert Eastman, please contact Sarah Murray at 781-378-2674 or sarah@attunecomunications.com. Reports are available to qualified members of the media. For information on purchasing reports, contact insights@idc.com ; reporters should email sarah@attunecomunications.com.

About IDC MarketScapes

[IDC MarketScape](#) vendor analysis model is designed to provide an overview of the competitive fitness of IT, telecommunications, or industry-specific suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product

and service offerings, capabilities and strategies, and current and future market success factors of IT, telecommunications, or industry-specific vendors can be meaningfully compared. The framework also provides technology buyers with a transparent foundation to allow companies to independently compare the strengths and weaknesses of current and prospective vendors.

About IDC Retail Insights

[IDC Retail Insights](#) assists retail businesses and IT leaders, as well as the suppliers who serve them in making more effective technology decisions by providing accurate, timely, and insightful fact-based research and consulting services. Staffed by senior analysts with decades of industry experience, our global research analyzes and advises on business and technology issues facing asset intensive, brand oriented, technology oriented, and engineering oriented retail industries. International Data Corporation ([IDC](#)) is the premier global provider of market intelligence, advisory services, and events for the information technology market. IDC is a wholly-owned subsidiary of [IDG](#), the world's leading technology, media, research, and events company. For more information, please visit www.idc-ri.com, email info@idc-ri.com, or call 508-988-7900. Visit the IDC Retail Insights Community at <http://idc-community.com/retail>.

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