Welcome to the Future Store

A successful start for the future of retailing
Welcome to the New Reality in Retailing!

Leveraging Potential: Individual, Informative, and Intelligent.

Our customers are looking for something special each time they shop; they expect customized products and services. We created the METRO Group Future Store Initiative to better meet these individual needs. Together with strong partners from the consumer goods and IT industries, we are testing technologies in a worldwide, unique workshop of the future, which will make shopping easier and more comfortable for our customers. We are making our business more efficient, by developing innovative ways of bringing retail and manufacturing closer together. The future of retailing has already begun. Come inside!
The METRO Group Future Store Initiative -

A Strong Alliance

for the Future of Retailing

METRO Group Future Store Initiative -
a collaborative of companies from the retail,
consumer goods, and IT industries.

First joint project: the Future Store - the world’s
first store of the future, in Germany.

- The future of retailing lies in harnessing the
technologies of the future. In the Future Store,
these technologies are being integrated for the
first time under real-life conditions.
- The goal: to internationally drive innovation in
retailing – and win over customers for the new
services.
“The new Self Check-out saves me so much time.”

“There are always great recipe ideas at the Information Terminals.”
“The **Intelligent Scales** automatically distinguish **apples** from **pears** for me. I don’t have to **bother** looking for the right price anymore.”
“The **Shelves** are always fully **stocked**.”
“I like the fact that I don’t have to take all my items out of the cart and put them on the conveyor belt. The PSA tells the cash register what I’ve bought; all I have to do is pay.”
Fast and **Personal** - the **Personal Shopping Assistant** (PSA)

The convenient, user-friendly computer on the shopping cart:

- Greets the customer by name.
- Displays information and prices when the customer scans the product barcode over the built-in reading device.
- Provides information about special offers and promotions.
- Directs the customer to the products he needs.
- Keeps a running total of the shopping bill.
- Makes check-out much faster, as the customer has already scanned her purchases while shopping.
Personal Shopping Assistant (PSA)

The Personal Shopping Assistant (PSA) is attached to the shopping cart. It resembles a small, portable computer and is designed to help customers with their shopping. Customers using a PSA identify themselves directly to the device using their customer card. The left side of the PSA screen displays an electronic shopping list, which is operated by the customer himself. The prices of the products that the customer has already scanned are displayed. Whoever purchases discounted items can also see how much he has saved in total.

Customers who have used a PSA on a previous visit to the store will see a suggested shopping list, based on past purchases, and can alter it to suit their needs. Special offers are displayed in the right side of the screen. These are geared to the personal needs of the customer and change according to his location in the store. After the PSA sends the product data to the check-out, through the central data server, the customer can then pay for the goods quickly and easily.

The Loyalty Card – the Key to the PSA

The PSA can be customized to each individual customer, using the customer card (Loyalty Card), which is issued to regular Future Store customers. It gives the customer access to the numerous technical innovations available in the Future Store. Customers who use the Loyalty Card automatically participate in the Future Store bonus system. Each card is equipped with a magnetic strip and a barcode. Transfer of the chip data is possible at a short distance by holding the plastic card close to the reading device. Customers can check the data in their card and change it, if required, using the card reader at the information terminal, or from home on their own PC.
Pay as You walk – With the PSA

Easy and comfortable payment: The customer scans all products with the Personal Shopping Assistant while shopping.

- When they reach the check-out counter, they initiate the “check-out” function on their PSA, which triggers the data transfer process from the PSA to the check-out counter.
- The receipt is printed out and the customer then pays.
- There is no need to take goods out of the shopping cart.
- No more standing in lines!
Smart Check-out with the PSA
The PSA considerably reduces waiting time, compared with more traditional systems. Customers who have already scanned their products with the PSA then only need to start the “check-out” process. They no longer have to take their items out of the shopping cart and place them on the conveyor belt. The check-out prints a bill as usual, and the customer pays the amount shown.

PSA Technical Specifications
- 10.4”, 1024 x 768 XGA pressure-sensitive touchscreen
- Built-in EAN barcode scanner
- Battery life of several hours
- Operating system: Microsoft XP Professional with special application software by Multichannel Retail
- Communicates with the store’s central data server, via the internal WLAN network
- Central data server applications, based on the Oracle 9i database

Partner Services
Wincor Nixdorf, one of the world’s leading providers of complex IT solutions and services for retailers, developed the overall system solution. AlgoTec provided the PSA interface to the IBM POS system used in the store. Fujitsu Siemens Computers contributed the PSA technology platform, the Stylistic Tablet PC. Loyalty Partner GmbH, specialists in loyalty card management, developed the loyalty card.
Exciting and Informative -

the Electronic Advertising Displays

In the Future Store, Electronic Advertising Displays are located right next to the products themselves. They provide reliable, up-to-date information on products and special offers:

- They help customers find their way around the store.
- They help customers find the latest special offers.
- They provide detailed information through videos or animations.
Electronic Advertising Displays

Nineteen-inch advertising screens in the Future Store are used to supplement above-the-line advertising. Attached to the ceiling, they provide information and special offers on products that are in the direct vicinity. The advantage: All advertising messages can be changed within a matter of seconds, if necessary. Additionally, there are larger plasma screens playing videos in the drugstore, detergent, and snack areas, which run promotional videos or product demonstrations. The centrally-controlled displays rely on chips from a database for this. They are equipped with a controller, which operates on the Microsoft Windows 2000 System. They are centrally managed over the local wireless network, through an internal wireless LAN connection. A server equipped with Microsoft Windows 2000 server software, and an SQL Server 2000 operate in the background.

Partner Services

Cisco Systems, the world’s leading provider of Internet networking solutions, supports the Future Store with scalable broadband applications. These are also used in the Electronic Advertising Displays. Cittadino AG provides the multimedia technology and marketing expertise: Their 42” plasma screens operate on the split-screen principle.
Fully Informed—
with Information Terminals

Information Terminals provide a wealth of information about the products in the Future Store.

- They provide details about the manufacturing process, ingredients, and selling price.
- They provide useful household and health tips, such as recipes, wine recommendations, tips for healthy eating, and advice on hair color.
- They allow the customer to sample music tracks.
- They show the customer where to find products in the store.
Information Terminals

Information Terminals are computers located in the store for the customers’ shopping convenience. They can supply some of the information normally available from the PSA (Personal Shopping Assistant), even without a Loyalty Card. Furthermore, there are Information Terminals in the meat, wine, baby care, fruit and vegetables, hair coloring, and multimedia products sections. The terminals provide shoppers with a host of useful information. For example, they can display a store layout showing the exact location of any product in the store. They can show information on how specific products are manufactured, as well as ingredients. If a customer wants to find out more about certain meat products or wines, he can do so quickly and easily, and print it out right at the terminal. This information is supplemented by an overview of alternative or similar products and recipe suggestions. The functionality of the terminals is continuously being expanded. They will soon be able to provide nutritional information for allergy sufferers and vegetarians, for example. Even now, customers can listen to sample tracks from CDs, or watch DVD clips.

Partner Services

The information terminals use equipment from IBM, Cittadino, Cisco, and Wincor Nixdorf and solutions from Sonopress. The Sonopress Media Browser Network is an innovative service for music and video presentation. The terminals are linked, in part, to the store’s IT infrastructure via the wireless (WLAN) network. Henkel Schwarzkopf, Procter & Gamble, and Kraft Foods are just some of the companies providing content for the terminals.
Reliable Pricing - with Electronic Price Labels

The shelves in the Future Store are fitted with centrally-controlled electronic price tags. Price changes are automatically and wirelessly sent to the display and to the check-out.

- Price labeling is reliable and always up-to-date.
- There are neither price discrepancies nor incorrect labels.
- Prices can be updated quickly.
Electronic Price Labels
In the Future Store, the prices of the products on the shelves are displayed on electronic price labels (Electronic Shelf Labeling, ESL). Pricing information for these labels comes directly from the RealPrice POS system, which is regularly updated by the METRO Group’s Merchandise Management System (MMS). When prices change, the computer’s wireless communication system automatically updates the shelf and the check-out simultaneously, ensuring that price labeling is consistent and up-to-date.

The Possibilities
The LCD display used for Electronic Shelf Labeling does more than just display prices and EAN product identification. It can also be used to display other product information. A flashing display can be used to draw attention to special offers and promotions. Even short-lived “happy hour” price promotions are possible. ESL can also communicate important information to store staff, such as stacking heights and order and shelf quantities.

The Technology
The Electronic Shelf Labeling System in the Future Store is equipped with easy-to-read digital LC displays in four different sizes. They are powered by a compact battery, and equipped with a small wireless receiver and a miniature antenna. The battery lasts at least five years. A local wireless network is used to send pricing information to the shelves. The ESLs themselves communicate through a separate wireless network using Communication Base Stations (CBS), which are attached to the ceiling of the store. These are also equipped with a transmitter and receiver for communication with the ESLs.
Partner Services
The NCR Corporation developed the Electronic Shelf Labels used in the Future Store. NCR is the world's leader in stationary barcode scanners.
Faster Weighing - with the Intelligent Scales

Automatically recognizes what type of fruit or vegetable is being weighed

- The customer no longer has to look for the correct product symbol.
- She merely places the product on the scale, and a label is automatically printed out.
- Incorrect labeling happens much less frequently than before.
Intelligent Scales
Simply place the items on the scale, press “OK”, and attach the printed adhesive label to your item. The scale can automatically differentiate between the different types of fruits and vegetables. The customer no longer has to be inconvenienced with looking for matching icons on a complicated chart. Fitted with a camera and special software, the scale recognizes each product by its surface texture, color, size, and thermal image. Finally, the total price is calculated from the weight of the items and the price saved in the scale’s memory. A price sticker is printed from a built-in printer, complete with a description of the product, its weight, total price, and a barcode.

Only when the scale is unsure of the right product must the customer choose from a limited number options displayed. This might be the case, for example, if the store is selling a wide range of different tomato varieties, such as beefsteak tomatoes, plum tomatoes, or tomatoes on the vine. Otherwise, the customer just checks that the scales have selected the right product – and confirms by pressing a button.

The Technology
The Intelligent Scales are linked to the POS controller, via the store’s wireless network, so that the scales always have the correct price for each product.

Partner Services
Mettler Toledo developed the Intelligent Scales for the Future Store. They are equipped with the identification software, the IBM’s Veggie Vision. Technologies from Cisco Systems support the scalable, broadband applications in the Future Store.
Do it **Yourself** - at the Self Check-out

Be your own cashier - with the new Self Check-out system:

- Simply swipe each item over the scanner and place it in a shopping bag.
- Pay with cash or card at the payment terminal.
The Self Check-out

There are two express lane automated check-outs in the Future Store, supplied by NCR. Supported by interactive prompts from the system, the customer can pay for his shopping without ever seeing a cashier, by using a user-friendly touchscreen, scanner and payment terminal. The customer enters the product information by swiping items across a 360-degree scanner and barcode reader. He then places his products in a shopping bag, and its weight is checked against that of the scanned items. If there is a discrepancy, a member of staff at the information desk is automatically alerted and will look into the problem.

There are two payment options: cash (both bills and coins) using the special cash terminal, or debit/credit card. Paying by debit or credit card is exactly the same as using a normal cash machine at the bank – the customer inserts the card, enters a PIN number, and the appropriate amount is debited. The Self Check-out sends the details of each transaction to the store’s central POS controller, which transfers the sales data to the central Merchandise Management System (MMS).

Partner Services

IBM, NCR, and AlgoTec supply the components for the Self Check-out.
A Smart Assistant for the Staff - the PDA

Thanks to the wireless Personal Digital Assistant (PDA), store employees can communicate more flexibly and efficiently.

- They can access the merchandise management system from anywhere in the store.
- They can check stock levels anytime, and from anywhere in the store.
- They no longer need to physically examine each shelf to monitor expiration dates.
Personal Digital Assistant (PDA)
Future Store employees work with the latest handheld computers, known as PDAs. With the PDA, employees can check stock levels in the central merchandise management system from any point in the store. Employees can also use their PDAs to quickly change the messages on electronic advertising displays, send and receive e-mail, and manage contact details and schedules.

The Possibilities
The range of PDA functions is steadily increasing. Soon, they will be used as smart phones, and will be able to assist in finding incorrectly shelved products. Using a PDA equipped with an RFID reader, employees will be able to carry out a real-time inventory as they walk through the aisles. When an employee gets an out-of-stock message on his PDA, he will use the same device to place an order to restock those products. The PDA will also give branch managers direct access to important management information.

Technology & Partners
The PDAs are based on the Hewlett Packard iPaq 5450 and iPaq 3970, as well as the Symbol PDT-8100. They are equipped with:
- **Microsoft** Windows PocketPC 2002 operating system;
- A WLAN for communicating with the METRO Group’s merchandise management system;
- **Microsoft** Outlook for e-Mail;
- **Cisco System**’s Internet protocol for IP telephony.
Wireless LAN – the Wireless Information Highway

The wireless local network is the backbone of the Future Store’s data and speech communication system.

- Complex cables are no longer required.
- Mobile equipment can be used without having to access public wireless networks.
Wireless LAN
The Wireless Local Area Network links all mobile equipment and a number of fixed equipment items in the Future Store. Facilities, such as the Personal Shopping Assistant (PSA), Personal Digital Assistant (PDA), Information Terminals and Electronic Advertising Displays all communicate wirelessly with the store’s central server through access points. Both data and speech communication (IP telephony) use the Internet protocol (IP). In parallel, the Future Store is hard-wired for fixed equipment based on Ethernet. The great advantage of modern WLAN technology is that no complicated cabling is necessary. Thanks to WLAN, mobile devices function without having to be connected to expensive public wireless networks, such as GSM and UMTS.

The Technology
The store is equipped with a private WLAN, based on the IEEE 802.11b standard, which uses the license-free 2.4 GHz frequency for data transfer. The WLAN transmitters/receivers (access points), which have a range of approximately 100 meters, communicate with all the WLAN-enabled equipment located throughout the store. Data can be transmitted at speeds of up to 11 Mbps – 190 times faster than with a standard modem. For the so-called IP telephony, speech is digitized and converted into transferable IP packets. The Ethernet cabling is based on IEEE 802.3.

Partner Services
Cisco Systems and Symbol Technologies are responsible for the wireless network and access points in the Future Store.
The RFID technology in the Future Store provides a host of benefits for customers, stores and the consumer goods industry alike.

- RFID improves product availability: The shelves are never empty, because inventories always reflect actual demand.
- RFID improves quality assurance: Product expiration dates are automatically monitored.
- RFID simplifies and expedites the logistics process: It provides a continuous overview of the product’s location throughout the supply chain.
RFID - Areas of Application

So far, the METRO Group Future Store Initiative has been testing the application of these technologies in the following areas:

- **Product Transport**
  METRO Group Distribution Logistics (MDL) fits RFID tags to all product pallets and cartons, before they are shipped to the Future Store. The tags are electronically time-stamped and then entered into the central computer of the RFID goods flow tracking system. The tagged products and packages can thus be located and identified along the entire logistics chain, all the way to the Future Store sales floor. The RFID tags cannot be read outside the Future Store. They become inoperable.

- **Warehouse Dispatch**
  Goods ready to be shipped to the Future Store are taken by the employees of the MDL central warehouse to the dispatch area. As the goods pass through the exit gate, an RFID transceiver reads the codes on the pallets and cartons, and passes this information on to the RFID goods flow system. The goods now have the status, “on route to destination”.

- **Delivery**
  When the trucks arrive at the Future Store, the pallets are once again identified by an RFID reader. The reader can identify the codes of a large number of cartons simultaneously, reading as many as 35 tags per second. The goods are now registered as being “in the store warehouse”.

- **Storage in the Backstore**
  The newly arrived goods are now stored in the backstore area. Each storage location has an RFID tag. These tags are stored in the RFID goods flow system, together with the RFID numbers of the pallets and cartons stored at the
particular location. Employees can use this information to find which goods are stored in each storage location, and in which quantity.

- **Transporting the Goods into the Store**
  RFID readers, located at the warehouse exit doors, identify every pallet and carton that goes through to the store. The readers then send the relevant RFID numbers to the RFID goods flow system, where they are registered. To avoid duplicate entries, the RFID tags on the empty cartons and pallets are removed or disabled. Only then are the empty containers returned to the store.
The RFID technology (Radio Frequency Identification) is the basis for optimized retail processes.

- Data is automatically transmitted via radio signal, which reads special labels on products or pallets.
- The labels contain a microchip and a miniature antenna.
- They can store more information than barcodes.
- The labels can be read at distances of up to one meter (approx. three feet).
- RFID tags will eventually replace barcodes in the long run.
**RFID Technology**

Using RFID, product information is automatically transmitted by radio signals. The key component of this technology is the RFID tag: a tiny computer chip and antenna, which are embedded in a wafer thin label. It can be attached to products or transport packaging. As soon as the chip comes within one meter (approx. three feet) of a Future Store reading station, it sends its numeric code to the reader. This “RFID reader gate” is linked to a Future Store database, which holds product-specific information obtained from the tags, such as expiration date, product name and price. The system requires, however, that the product and reading device are no further than one meter apart.

**Partner Services**

The **Intel Corporation** supplies the Future Store with products, such as processors for the RFID readers and portable wireless devices; high speed networks and communication systems, which process and analyze large amounts of data in real time; high performance desktop and tablet PCs, which Future Store employees use to transfer the RFID data via web portals.

**SAP AG** provides the Future Store with all RFID software components; RFID-based systems for tracking the flow of goods; RFID-supported information systems based on SAP Supply Chain Event Management and SAP Business Intelligence Solutions.

**IBM Deutschland GmbH** has developed an extremely flexible central node, which allows all RFID-based components and applications to communicate with each other.

**Intermec Technologies GmbH** has supplied the Future Store with RFID reading devices; these portals are installed in the backstore area.
DHL Solutions develops and implements customized solutions for the logistics chain – for the fashion and fast moving consumer goods segments, among others. The company’s logistics know-how helps manage product delivery to the Future Stores, with the support of RFID technology.

Philips Semiconductors is one of the world’s leading manufacturers of semiconductors. Philips supplies integrated circuits to the Future Store for the smart labels, smart cards, and writing and reading devices. The company also assists the project partners in the selection of systems and components, and provides training courses as well.

Avery Dennison supplies the Future Store with all RFID labels and encoding and printing equipment.

CHEP has provided the Future Store with the first intelligent pallets, with RFID tags.
Never Empty - the Smart Shelves

Readers built into the shelves recognize the RFID label attached to each product, and detect when a product has been incorrectly placed or removed.

- The shelves automatically display when they need to be refilled.
- “Out-of-Stock” situations become a thing of the past!
Smart Shelves
Thus far, only a few product groups in the Future Store have been fitted with RFID tags. These products are stocked on “intelligent” shelves. RFID readers linked directly to the RFID goods flow system are installed underneath these smart shelves. If an article is removed from or added to the shelf, the display detects the movement and updates the inventory in the system. The system instantly knows when products have been incorrectly placed or are missing, thereby preventing out-of-stock situations. The Smart Shelf also supports quality assurance: it automatically recognizes when the expiration date has been exceeded and informs the staff accordingly.

The Possibilities
One day, the system could analyze how frequently and accurately the shelves are being filled. When stocks fall below a critical level, the shelf would set off an alarm. An “early warning agent” would monitor shelf stocks via their RFID chips, and request additional stock before the last item disappears from the shelves. Smart Shelves could draw up priority lists for restocking based on, e.g. availability in the storeroom, value of the article, urgency of the order, or the length of time the product has been out of stock. Customers will never again be frustrated by empty shelves or incorrect price tags. With a handheld RFID reader, it will also be possible in the future to do inventory in real time, at the touch of a button.

Partner Services
Oracle Corporation was the first partner to develop and introduce fully web-enabled corporate software, throughout its entire product line. All of the software and integration solutions employed in the Future Store are based on the Oracle9i database platform. Moreover, Oracle supplies
the mobile business adapters, with which all the mobile assistants used by employees of the Future Store are equipped.

The **Gillette Group** developed the Smart Shelves, together with OATSystems. Gillette razor blade packs in the Future Store are fitted with RFID tags.

**Kraft Foods** is field-testing RFID tags in the Future Store to help maintain the availability and freshness of its products on the shelves.

**Procter & Gamble** is fitting RFID tags to its Pantene hair care line in the Future Store. Each time a customer takes a Pantene product from the Smart Shelf, an advertising message is played on a nearby plasma screen.

**OATSystems** is a provider of high quality hardware and software systems, specializing in transaction-based data processing and RFID solutions. The Future Store uses the company’s Senseware application. This integrated solution makes it possible to manage and check inventories centrally and in real time.
Service that Customers Appreciate

The METRO Group has already converted a supermarket in Germany into a Future Store, and customers are responding positively to its services. A survey by the Boston Consulting Group revealed the following results:

- The number of customers has increased considerably.
- After the refurbishment, 30 percent more customers shopped in the store.
- Fifty-four percent of those questioned said that they were “very satisfied” with the store – 20 percent more than before.
- The number of regular customers has increased from 30 to 43 percent.
- Sales have increased substantially.
A Large Majority has used the Technology

Seventy-seven percent of customers, including many older people and other customers who freely admit to being technologically challenged, have already used the Future Store’s innovative technology, at least once. Sixty-two percent have weighed fruit or vegetables on the Intelligent Scales – even 56 percent of customers over 60 have actually used the scales. The Information Terminals are also very popular. Forty-eight percent of customers have used them to obtain product information.

Source: g/d/p (telephone interviews); BCG study
Positive Assessment of the Devices’ Benefits

Customers appreciate the added value this technology provides. The “wine consultant”, which provides information, such as grape varieties and wine-growing areas, was considered particularly helpful: 64 percent of users surveyed said it was very useful. Customers ranked the Self Check-out at second place – 53 percent of those who used it considered it very useful. Particularly good news: those who use the new technology also spend more money – they spend approximately 70 percent of their demand in the Future Store.

Source: g/d/p; BCG study
To read our customers’ minds – that’s what we are aiming for. In our Future Lab, together with our METRO Group Future Store Initiative partners, we are testing the technologies of tomorrow - today. This is where we create our visions for the future of retailing. Dream along with us! Come and experience the shopping paradise of the next generation!

**Customization**
Today, mass-produced products dominate the market. But don’t you wish you could also buy products tailored to your specific needs? Whether cereal, hi-fi equipment or clothing, we one day may be able to exclusively customize every product to your personal taste – and deliver it exactly when you need it.

**Mobility**
Shop whenever and wherever you want. Perhaps, after a hard day’s work, you would rather choose your new dress, or the ingredients for your barbecue from the comfort of your sofa, rather than in the store. Or, one day, sales agents will be able to visit you at home, with a selection of products to choose from – virtually, or in person. You might even be able to order your favorite pizza while on a skiing vacation in Aspen.

**Virtuality**
Just imagine you can feel the silk of your new dressing gown on your skin, or smell the aroma of freshly ground Columbian coffee – sitting in front of your TV, or your PC at home. This could be possible for you in the future.

**Efficiency**
New technologies also have benefits for us retailers: they enable us to work more efficiently with our suppliers. The benefit of this to you, the customer, is that we can fulfill your needs much faster. Our ultimate goal is to relieve our employees of time-consuming administrative work, so that they can spend more time serving you.
“A vacation on an exotic island is so romantic. But I wish my grocery store could send my favorite type of bagel there for breakfast.”

“I want to have the dress for my next party tailor-made, but I don’t want it to cost a fortune.”
“I wish I could put together my own toppings for my frozen pizzas.”
“I want to know how a perfume smells,
even when I order it over the Internet.”
“I want to place an order through my TV for the designer coat I just saw Jennifer Aniston wearing on ‘Friends’.”
With its six store brands – Metro Cash & Carry, Real, Extra, Media Markt/Saturn, Praktiker, and Kaufhof – the METRO Group is the world’s fifth largest retail company. The group is located in more than 2,300 outlets in 28 countries, and employs over 235,000 people worldwide. In 2002, the METRO Group posted net sales of €51.5 billion.

Platinum Partners

IBM is the largest IT, strategy, and integration services company in the world. It has been the market leader in POS systems for 20 years. The company has 325,000 employees and operates in 170 countries.

The Intel Corporation is one of the world’s major suppliers of communication and networking products. In particular, Intel’s high-performance microprocessor is setting international standards.

SAP AG is the world’s leading provider of business software solutions. Today, more than 19,000 companies in over 120 countries use SAP software.
Gold Partners

CISCO SYSTEMS  COCA-COLA  DHL SOLUTIONS
GILLETTE  HENKEL  HEWLETT-PACKARD
JOHNSON & JOHNSON  KRAFT FOODS  MICROSOFT
NESTLÉ  ORACLE  PHILIPS  PIRONET NDH
PROCTER & GAMBLE  SYMBOL TECHNOLOGIES
WINCOR NIXDORF

Silver Partners

ALGOTEC  ALPHA TONTRÄGER  AVERY DENNISON
BIZERBA  BOSTON CONSULTING GROUP  CHEP
CITTADINO  EYCKELER & MALT  FEIG ELECTRONIC
FUJITSU SIEMENS COMPUTERS  HINTZPETER & PARTNER
INTERMEC  KURT SALMON ASSOCIATES  LIEBHERR
LOYALTY PARTNERS  METTLER TOLEDO  MULTIQ  NCR
OAT SYSTEM  ONLINE SOFTWARE  SONOPRESS
WANZL  WMS

As of December 2003