

Enhancing access to services and information, increasing revenues



Internet technology has changed the retail industry landscape, and companies who want to survive and thrive have to scramble to adapt. Powerful information networks are leading to improvements in sales, operations, risk management, and profits. At the same time, companies have to search for ways to differentiate themselves from others in the competition for customer satisfaction and loyalty.

As players in various industries strive to edge out competition by cutting costs and maximizing revenues, many companies are turning to self-service solutions as an alternative marketing and retail delivery channel to reduce expenses and improve service.

Delphi self-service systems offer a distributed software solution that lets businesses remotely monitor, manage, and measure them. Built on Intel[®], Microsoft[®], IBM[®], and Open Source standards, Delphi's self-service systems enable businesses to scale service channels as needed to increase performance and availability. The result is a significant improvement in the life-cycle management of delivering high quality new business services to retail outlets and the automation of business process reengineering.

Delphi offers flexibility, scalability, and reliability as well as seamless integration with back-office software including use of SOAP/XML Web Services to revolutionize how services are managed and reported.

Make the most of your information technology by offering a user-friendly way of accessing information. Cut times and improve customer service. Even link applications between online and on-site systems.

Account Management

Delphi provides professional automation services. A full consultation service for operation, service, usability and deployment is available. Delphi can also help in developing a robust business requirements plan and deployment schedule.

Delphi boasts unparalleled experience in designing and delivering solutions. The Delphi account team examines your needs, recommends the most appropriate configuration to maximize your return on investment, tailors your solution to your requirements, and helps ensure a smooth transition from installation to support.

Let Delphi help you be different and more efficient.



Delphi International • 650-802-9696



Automated Solutions • www.delphi-intl.com

Potential applications include:

- Information services: streamed in real-time
- Online portal: access online services
- Personalized customer service
- Secure payments
- E-mail services
- Check acceptance
- Customer Tracking

Key features include:

- Seamlessly administers all your front and back-office functions in one easy-to-use solution
- One centralized source for communicating information and data
- Secure, real time information/data stream
- Streamlined terminal operations
- Monitoring terminal performance
- Touch screen interface
- Optional printers: receipt, full page, vouchers, tickets
- Customizable user interfaces
- Reporting sophistication: Listings, On Demand Reports, Report Groups, Period Types, Schedules
- Modular components

Delphi is respected for providing the highest quality networked interactive applications and terminals.

Several key features make this solution unique:

- Integration with relational databases
- Summary to detail drill-down reporting capabilities with pull-down menus
- Configure Generic Authorization Accounts to Collect Data and Offer Other Incentives
- Data conversions from previous systems
- Flexible network interfaces: complements network strategies
- Anti-fraud and anti-hacking measures: secure operation
- Proven reliability in the field: confidence in performance
- Sophisticated remote management: for network efficient operations
- Remote updates of content and software: low cost updates

Built on Open Source standards, Delphi's self-service systems enable businesses to scale as needed.

Options:

- Choice of payments
 - Coin
 - Card
 - Check
 - E-payments
- Physical
 - Choice of equipment

- Hardware
 - Touch screen
 - Keyboard
 - Payment modules
 - Printer
 - Wireless connectivity
 - Choice of payments accepted
 - ISDN or ADSL network interfaces

Software and System features:

- Software
 - Customizable screen designs
 - Application development
- Remote downloads
 - Configuration data
 - Content, screen designs
 - New application software
 - User requests in real-time: Internet content, proxy server content

Terminals are connected to a management system, which remotely monitors performance and usage. Content and applications are also managed, allowing rapid updates and customization.

Hardware Configuration Options

POS equipment options



SOLUTION ARCHITECTS

If you would like more information on how Delphi can help drive your strategy forward then please contact:	
solutions@delphi-intl.com	Delphi International
www.delphi-intl.com	Telephone: 650 802 9696 Fax: 650 802 0940

© Delphi International, Inc 2003. All Rights Reserved.
 The information contained herein is the property of Delphi International and is supplied without liability for errors or omissions. No part may be reproduced or used except as authorized by written permission. The copyright and the foregoing restriction on reproduction and use extend to all media in which the information may be embodied. *Other names and brands may be claimed as the property of others. Information regarding third party products is provided solely for educational purposes.