



SPAR: S&T operates POS systems

The customer

With a turnover of 4.51 billion euros and over 33,000 employees, SPAR is one of the leading retail companies in Austria.

The challenge

The point of sale (POS) systems in the approximately 800 branches across Austria consist of hardware and software components from a range of manufacturers, and have been managed by various partners up until now. As this has resulted in extremely high costs, SPAR has decided to pursue a strategy of consolidation; the numerous service partners hitherto contracted are to be reduced to a handful, each covering more sectors. Operation of the POS systems is to be transferred to a reliable and manufacturer-independent service provider. The contract for the multi-million order was awarded to S&T DACH, which already takes care of laser printers for all branches in Austria.

The project

The contract is associated with strict service levels, which ensure a rapid resumption of operations in the event of a malfunction or interruption of service. In order to be able to quickly react to incoming requests, S&T DACH has electronically connected the SPAR helpdesk to the S&T DACH technician control center.

With this contract, SPAR Austria will enjoy high quality services, but at the same time profit from a simplification and optimization of processes, a significant reduction in costs and the benefits of the product/manufacturer independence of S&T DACH.

Benefit to the customer

- simplification and optimization of processes
- rapid resumption of operations in the event of a malfunction or interruption of service
- cost reduction



“For our business it is a given that the POS systems must function. S&T DACH is represented across Austria with IT specialists, already services our printers to our complete satisfaction, and presented a compelling strategy that meets all our requirements, including costs.”

Andreas Kranabittl, head of the group-wide ICT division at SPAR Austria

S&T DACH

With around 800 employees, S&T DACH is one of the largest providers of IT consulting, solutions and services in German-speaking Europe. Bringing S&T Austria together with German, Austrian and Swiss sections of the former IMG concern, which was taken over by S&T in early 2007, to form a single organization bundles the strengths of both parts of the company.

S&T DACH is a part of the S&T Group, which, with more than 3,100 employees in 22 countries and annual sales in 2007 of 522,2 million Euro, is the leading provider of IT consultancy, solutions and services for customers in Central and Eastern Europe, in the Germany-Austria-Switzerland (DACH) region and in China and Japan.

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