



IBM Remote Management Agent

Supporting efficient, proactive remote management of store-based devices and applications

IBM can help. IBM Remote Management Agent, a component of IBM Store Integration Framework, enables your IT staff to monitor and manage existing in-store IT devices from a central site and deploy new devices faster in the store. As a result, you can more easily update devices with the latest configuration and software, and meet uptime objectives while reducing the time and cost associated with managing them.

Highlights

- ***Helps reduce POS and store system downtime***
- ***Enables retailers to quickly realize the business value of new technologies***
- ***Offers retailers flexibility to select best-of-breed retail solutions based on their business needs***

Simplify the delivery of new consumer-facing devices to support outstanding service

Leading retailers are increasingly using wireless and wired technologies, such as kiosks and handheld devices, in innovative ways to transform customers' in-store experiences and increase satisfaction and loyalty – while improving employee productivity and streamlining operations. To stand out, small and midsize retailers must take advantage of leading-edge technologies, but these implementations add complexity to the in-store IT infrastructure, leading to higher maintenance costs. They need a way to integrate new devices with existing business processes and solutions, and keep them operational with limited IT staffs and budgets.

Managing store systems effectively while keeping costs in check

Since the point of sale (POS) is the final touchpoint of your customers' shopping experience, POS system availability is critical. Downtime frustrates time-pressed customers. It stifles employee productivity. Worst of all, it erodes revenues. Your enterprise IT team can use IBM Remote Management Agent to proactively manage critical customer- and employee-facing devices to improve the availability of POS systems – helping to enhance customer satisfaction, employee output and revenues.

Capitalizing on technology quickly as your business needs evolve

When you implement differentiating technologies in your stores, time and cost are critical factors in capitalizing on opportunities and beating competitors. IBM Remote Management Agent provides a way to easily connect new devices, such as self-service kiosks, with existing store systems, giving you the agility to quickly seize opportunities and adapt to change. It also enables you to more easily pilot a solution in select stores, so you can evaluate a device's potential for improving operations.

Taking advantage of a flexible solution that leverages existing investments

In the face of widening competition and thinning margins, retailers must squeeze more returns out of existing capital investments while increasing operational flexibility. Because it is based on open, industry standards and can interoperate with your customized business applications as well as IBM Tivoli® and third-party systems management tools, IBM Remote Management Agent enables you to leverage your existing applications and infrastructure. It also provides a way to add new solutions easily as your business objectives change.

Relying on proven IBM retail technology and experience

In recent years, technology has created a paradox for retailers: added IT complexity and cost bring greater customer service possibilities and operational efficiency. Built on lessons learned from IBM's 30 years of retail experience – and nearly two million POS installations worldwide – IBM Remote Management Agent provides a solution to this conundrum, helping retailers to reduce the management challenges associated with IT complexity, and keep costs and risks in check.



For more information

To learn more about IBM Remote Management Agent, IBM Store Integration Framework and other

IBM systems management solutions, contact your IBM representative or visit: **ibm.com/industries/retail/store**

© Copyright IBM Corporation 2005
All Rights Reserved.

IBM Corporation
PO Box 12195
3039 Cornwallis Road
Research Triangle Park
NC 27709

Printed in the United States of America
07-05

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates. Copying or downloading the images contained in this document is expressly prohibited without the written consent of IBM.

® IBM, the IBM logo, the On Demand Business logo and Tivoli are trademarks of International Business Machines Corporation in the United States, other countries, or both.

Other company, product and service names may be trademarks or service marks of others.

The IBM home page on the Internet can be found at **ibm.com**

