

Data Sheet Lifecycle Management Tool Fujitsu Integro

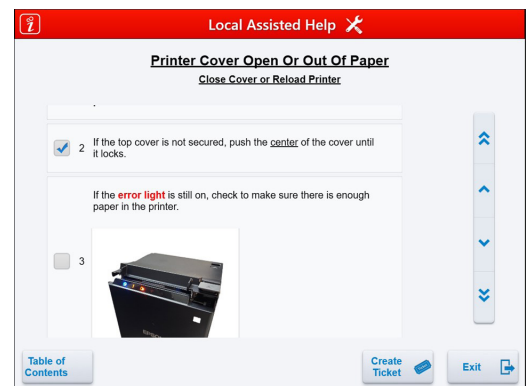
Prevent issues before they happen

Fujitsu Integro is a comprehensive lifecycle management tool designed to simplify the maintenance and support of Self-Checkout (SCO) or POS systems, or any device monitoring. It proactively alerts in-store staff to issues, assists in fixing them, creates support tickets for remote assistance, and dispatches technicians as needed, all while providing administrators with a detailed overview of their devices' status via an intuitive dashboard. Together with the Fujitsu Enterprise web-based dashboard, Integro enhances remote support through automated tools, reducing the overall cost of ownership for retailers by minimizing reliance on call centers and reducing the need for on-site visits. Increase SCO unit uptime by accelerating issue resolution and empowering in-store personnel to handle some support tasks.

Key Features

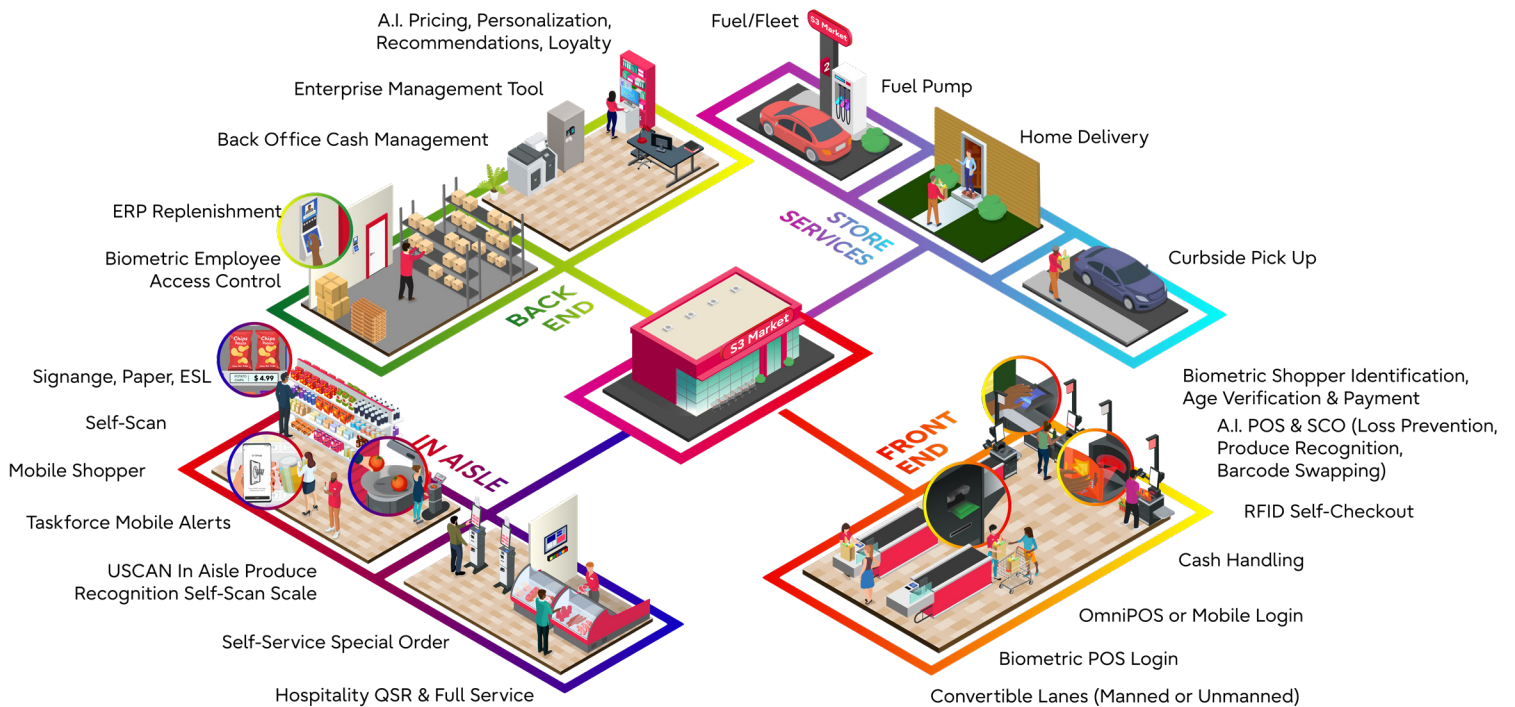
- Resolves the common causes of downtime in the background
- Opens tickets and dispatches technicians on its own
- Prepares data and automates operations for call center agents
- All issues and tickets are easily visible in a simple dashboard
- Dramatically reduce support calls to seconds
- S3 compatibility (U-SCAN Venture, U-SCAN Express+, etc.)

Integro includes six major components: the core product for real-time device management, Support Desk Software for automated ticketing and support, Local Assisted Help for guiding attendants through maintenance tasks, the Integro Dashboard for reporting and monitoring, the Enterprise web-based dashboard for real-time SCO fleet management, and Self-Healing technology to minimize user intervention. With Integro's remote interventions, retailers can easily address up to 53% of outbound support calls and save up to 15 minutes per call. It integrates with support desk software, supports mobile attendants, and reduces support call times, making it ideal for predictive maintenance.



S³ Self Service Simplified

Fujitsu S3 offers a versatile suite of self-checkout software and hardware solutions for retailers, designed to accommodate various retail environments. Whether building a new self-service system or integrating into an existing ecosystem, S3 ensures seamless compatibility and enhances in-store capabilities for widespread adoption.



Unified Commerce Solutions

As an important component of the S3 line of self-service solutions, Fujitsu Integro embodies unified commerce. With a WebAPI interface and open architecture for use across various systems and devices, Integro gives retailers the power to perform predictive maintenance.

Support for new and existing retail ecosystems guarantees smooth integration, while consistency across your in-store environment ensures that shoppers won't struggle with new technology.

S3 solutions cut estate management costs and reduce interventions, freeing up valuable labor for more revenue-generating tasks and customer interactions.

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Fujitsu Integro Specifications

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| Languages | Multiple languages supported – alert text and language are configurable via Taskforce configuration, but this text can also be controlled directly from the alert source managing application |
| Platforms Supported | Windows 10 Android 6.0 or higher software platform for Android mobile connected devices iOS 11 or higher software platform for Apple mobile connected devices Tizen 4.0 software platform for Samsung mobile connected devices Samsung Knox Configure cloud-based enrollment service to enable and disable kiosk mode (for Samsung Tizen smartwatches) |

Fujitsu Frontech North America reserves the right to change specifications without notice

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