

IBM and PSI Win at Giant Eagle



Giant Eagle, Inc. Rolling Out ACM Self Checkout from Productivity Solutions, Inc. and IBM

-More than \$100 Million of Groceries have been processed by new ACM Systems-

Jacksonville, FL and WHITE PLAINS, NY- September 28, 2001 – IBM, Productivity Solutions, Inc. (PSI) and Giant Eagle announced today that Giant Eagle is installing the new ACM Self Checkout Solution from PSI and IBM in its grocery stores throughout Ohio and Pennsylvania.

These ACM Self Checkouts are now in 35 Giant Eagle stores, as part of a previously announced 60-store project, and already have processed more than \$100 million of groceries. The ACM solution from PSI and IBM makes self checkout available to all shoppers with its ability to allow shoppers with either large or small baskets to scan their order and -- without the need for a cashier -- pay with cash, credit cards or debit cards.

“At Giant Eagle, we are committed to provide our customers with the best possible service and convenience,” said Jack Flanagan, Executive Vice President, Retail Operations, for Giant Eagle. “The ACM, with its ability to handle both full and express-size orders easily, offers us enhanced customer service options. These new units now include IBM’s point-of-sale (POS) components as well as IBM’s services and support. Our customers are telling us that they value this new technology as an important part of their shopping experience because it is fast, convenient and fun to use every time they shop.”

“Giant Eagle, with its focus on customer service, is rolling out ACM Self Checkout because their customers like and use it regularly, as evidenced by the large dollar volume that these systems handle in their stores,” said Michael Persky, President of PSI. “In this competitive climate, supermarkets require self checkout systems that are easy to use and flexible to handle any size order. Our store surveys support the importance of this new self checkout technology in attracting and retaining customers, with one third of consumers actually choosing a store based on the availability of ACM Self Checkout.”

“The ACM Self Checkout fits exceptionally well with our industry-leading point-of-sale systems, giving retailers like Giant Eagle a powerful front end solution to improve both customer service and operations,” said Tom Peterson, General Manager, IBM Retail Store Solutions. “Retailers across all of the retail segments are looking to integrate POS, self-checkout and other technologies into a seamless system that benefits both their customers and their store and supply chain operations. As we work with supermarket retailers, we are seeing that self-checkout is becoming an important customer service option for them.”

The ACM (Automated Checkout Machine), with its patented conveyor-based lane design, closely resembles a conventional checkout lane, yet incorporates full-color touch-screen, multi-media instruction, and online lookup screens to make it customer friendly and the easiest self checkout system to use. This patented lane design also provides the flexibility to accommodate shoppers with full or express size orders, which means the ACM can handle significantly more sales and more items than regular checkout lanes and competing self checkout solutions. The ACM can be customized by the retailer, and fits easily into each retailer's front-end checkout area. All these capabilities lead to an unsurpassed return on investment in the self checkout industry. The new ACM solution is now integrated with IBM's high-function, retail-hardened POS components and comprehensive IBM services and support, offering maximum reliability to retailers. PSI and IBM signed an agreement earlier this year to co-market the new ACM solution to retailers.

About Giant Eagle

Founded in 1931, Giant Eagle, Inc. has grown to be the number one supermarket retailer in the region with 111 corporate and 90 independently owned and operated stores throughout western Pennsylvania, north eastern Ohio, and north central West Virginia. By offering modern stores with a wide range of departments and services, Giant Eagle strives to find new ways in offering convenience to their customers.

About PSI

Productivity Solutions, Inc. is a leading manufacturer and distributor of automated self checkout solutions in the US. Headquartered in Jacksonville, Florida, the company provides retailers with industry-leading software and systems designed specifically to enhance productivity while improving customer service. PSI, a private company, is backed by venture capital partners including Canaan Partners and GE. For more information about ACM Self Checkout and PSI, please visit www.ps-inc.com

About IBM

IBM, the world's leading e-business and information technology company, provides the Retail Industry with a full range of e-business solutions, including: hardware and software technology, point-of-sale systems and software, consulting focused on business transformation, IT strategy and planning, store operations improvement, and supply chain optimization, and with services, such as outsourcing, managed operations, systems integration, and application development and design. IBM has been the leader in retail point-of-sale systems for more than 20 years. For more information on IBM Retail Solutions, please visit www.ibm.com/industries/retail/store.

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