

London, 13th November 2018

NCR revealed as world’s largest POS software supplier

New research shows 7.3 million POS software installations around the world, with NCR holding the largest share

Discounters and convenience store chains drive continued market expansion

Global POS Software 2018, the latest study by strategic research and consulting firm RBR, shows 7.3 million installations at major retailers and hospitality operators as of June 2018. The report highlights a growing market, with discounters and convenience store chains in particular continuing to add new points of sale.

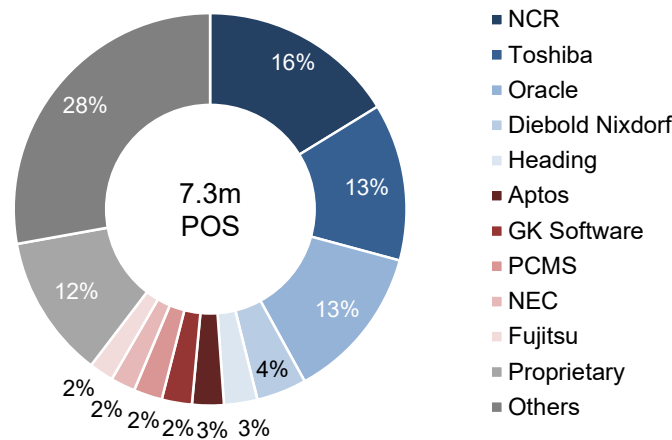
NCR, Toshiba and Oracle have the largest shares

The report is the only in-depth international study of the POS software market, revealing it to be highly competitive, with global suppliers, regional players and local specialists all active. The top 10 vendors comprise four US firms, three from Japan and one each from China, Germany and the UK.

NCR is the largest supplier at a global level, with 16% of installations, and leads in western Europe and the Middle East and Africa.

Second-placed Toshiba with 13% has the largest share in Asia-Pacific and Latin America. Oracle also has a 13% share, and leads in general merchandise and hospitality.

Vendor Shares of Global POS Software Installations, June 2018



Source: Global POS Software 2018 (RBR)

Regional players and segment specialists have strong market presence

The vast majority of fourth-place Diebold Nixdorf’s installations are in Europe and Asia, while Heading’s position is entirely owing to customers in its Chinese home market.

Aptos’s market presence centres on speciality chains, whereas GK Software and PCMS specialise in high-volume retail and count top-20 global retailers as customers.

NEC has a strong base of Japanese customers, while Fujitsu’s solutions are used across the world. Proprietary software, developed by retailers in house, accounts for a significant proportion of the installed base.



PRESS RELEASE

POS software crucial to delivering on omnichannel ambitions

RBR forecasts around 1.8 million new POS software installations in total between 2018 and 2023, with change of suppliers more common in speciality retail and quick-service restaurants. Alan Burt, who led the research for RBR commented: “*Retailers understand the value modern POS software brings to their business, integrating with other systems to create seamless customer journeys in-store, on mobile and beyond*”.

Notes to editors

These figures and insights are based on RBR’s study *Global POS Software 2018*. This in-depth international study of this dynamic market analyses nearly 1,400 projects by more than 75 vendors. For more information about this report or to discuss the findings in more detail please email Alan Burt (alan.burt@rbrlondon.com) or call +44 20 8831 7322.

RBR is a strategic research and consulting firm with three decades of experience in banking and retail automation, cards and payments. It assists its clients by providing independent advice and intelligence through published reports, consulting, newsletters and events.

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