

London, 5<sup>th</sup> November 2020

## **NCR is the world's largest supplier of POS software**

*RBR's latest research reveals that NCR has the largest share of POS software installations at the world's leading retail and hospitality firms*

### **More than 8 million POS software installations at major retailers**

According to *Global POS Software 2020*, the fifth annual edition of the study by strategic research and consulting firm RBR, there were 8.1 million POS software installations globally at major retail and hospitality operators as of June 2020. The report covers over 2,000 projects from more than 100 vendors, with local and regional players present alongside suppliers with a global reach.

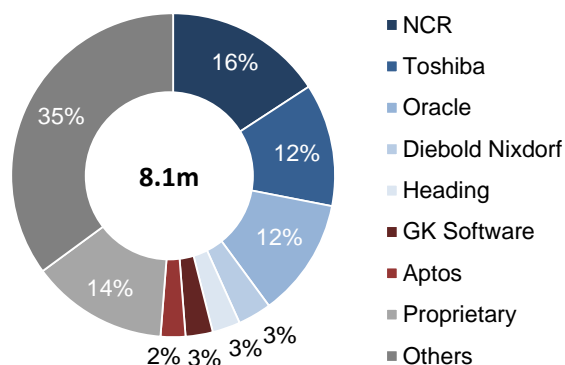
### **NCR, Toshiba and Oracle lead an otherwise fragmented supplier base**

The three largest suppliers account for four out of ten POS software installations between them. NCR is the largest vendor overall and in the grocery sector, with major customers including supermarket giant Tesco and fuel convenience chain Marathon.

Toshiba has the largest share in Asia-Pacific and Latin America, with its solutions running at four top-10 global retailers. Oracle leads both general merchandise and hospitality sectors globally, with international customers including Gap and Burger King.

Diebold Nixdorf's presence is strongest in EMEA, Heading's customers are based in its Chinese home market, and Aptos has its highest share in the general merchandise sector.

### **Vendor Shares of Global POS Software Installations, June 2020**



Source: *Global POS Software 2020 (RBR)*

### **Highly competitive market for new POS software business**

Retailers continue to expand their store networks, deploy additional self-service touchpoints or roll out a solution from a different supplier. RBR's research shows 320,000 new POS software installations in the year to June 2020, across the 48 countries covered in the study.

New business is spread more evenly among vendors, with Germany's GK Software in second place globally after NCR. UK vendor Flooid and Japan's Fujitsu also feature among the top seven firms for new POS software deployments.

### **Retailers embracing cloud-based deployments in a post-COVID retail environment**

RBR's study, which covers projects with 1,000 or more point-of-sale devices, forecasts nearly 1.8 million new POS software installations in the next five years, in addition to upgrades from legacy solutions.

Alan Burt, who led the research, commented: *"In a post-COVID world, the POS software market will become an ever more competitive and diverse space, with retailers increasingly embracing cloud-based solutions and SaaS commercial models as they seek to provide seamless shopping experiences"*.



## PRESS RELEASE

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### Notes to editors

These figures and insights are based on RBR's study *Global POS Software 2020*, which provides deep market insights built on a rigorous analysis of more than 2,000 projects, by more than 100 vendors. The report includes commentary and insights into the grocery, general merchandise and hospitality segments, at an individual country level. For more information about this report or to discuss the findings in more detail please email Alan Burt ([alan.burt@rbrlondon.com](mailto:alan.burt@rbrlondon.com)) or call +44 20 8831 7322.

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