

Moulin de Païou optimizes POS management with network video. The software of OMC Gervais and Axis network cameras make an effective team for fighting cash shortfalls at the till.



Organization:
Moulin de Païou

Location:
France

Industry segment:
Retail

Application:
POS exception
monitoring

Axis partners:
Neion Graphics
OMC Gervais

Mission

Founded in 1996 by a group of Mediterranean entrepreneurs, Moulin de Païou sells a wide range of tasty breads and culinary specialties inspired by the traditional recipes of southern France. The Moulin de Païou sign now hangs over 22 points of sale across France, including the shop of Mr. François Faudot-dit-Bel located at Lagarde in the department of Var.

With his wealth of experience in supermarket distribution and management of points of sale, François Faudot-dit-Bel wanted to develop a system capable of monitoring all POS transactions both rapidly and effectively. He also wanted a solution that would permit rapid data analysis in the event of problems.

Solution

In partnership with Neion Graphics, OMC Gervais developed a software solution based on a video surveillance system to compare the images of goods sold with the POS receipts. This system allows the operator to search for an incident chronologically or according to specific criteria.

Result

There has been no loss of money in the system's first year of service in the bakery shop. In addition to the management of POS exceptions, the system also permits the remote monitoring of window display items and customer movements at the point of sale.

"There has been no loss of money in the system's first year of service in the bakery shop. This system represents the future of our profession. It's transparent and offers a double system of surveillance for maximum security."

François Faudot-dit-Bel, Franchise owner, Moulin de Païou.

Developing the concept by relying on embedded IT and integrated management

"There are virtually no unknown cash shortfalls in the bakery shop, but shortfalls do exist at the POS. Because there are no barcodes, this is indicated by too much or too little money in the till. These are things we have to be able to explain at the end of the day," said François Faudot-dit-Bel.

To combat POS exceptions, the franchise operator called on the services of OMC Gervais, a software developer specialized in cash registers for taking payments, invoicing and POS management. In collaboration with Neion Graphics, a company involved in the design and integration of IP video surveillance systems, OMC Gervais developed a solution specifically designed for retail businesses.

The goods issuing area and POS events (keystrokes, product discounts, etc.) are monitored by cameras. The software allows the operator to access images with the till receipts for the relevant transactions superimposed for comparison with the image.

This software is supported by three cameras:

- > Two AXIS 207 Network Cameras located above the tills of the shop. Small and discreet, they blend in perfectly with the decor.
- > One AXIS 212 PTZ Network Camera, offering a complete panoramic view and instant zoom without any mechanical movement. This camera is located at the store entrance to monitor the window display and check the stock of breads or pastries to ensure that the display is attractive (products well-presented and available in the window).

Re-inventing the business with the system installed

One year on, François Faudot-dit-Bel is completely satisfied with his installed system. "In the space of one year, we have doubled our turnover and staff; our system is showing high performance and contributes to our profitability," he explained.

Real-time surveillance of transactions

The system records both the transactions at the till and the discounting of products. Any difference between these two items is therefore easy to identify.

Easy-to-find information

Searches for receipts are very quick and can be performed one-by-one or according to specific criteria (product name, as well as day, time of day, or cashier's name, etc.).

Dedicated and hands-on management

The manager of the bakery shop takes advantage of the presence of this system to raise the awareness of his employees. Acting as a "safety net", this system must be able to reassure them and clear them of possible mistakes they could have made during peak business.

Business made less difficult thanks to an innovative system

Remote access to the images from any workstation, notebook PC or mobile phone is a real asset. François Faudot-dit-Bel can access his shop, evaluate the status of stocks in the displays and react accordingly, regardless of his location.

The infrastructure model adopted by the Moulin de Païou franchise in Lagarde has been approved and praised by the parent company, which intends to recommend this system to the other 22 franchise owners.



Neion Graphics

Early adopter of mobile videosurveillance since its creation in 2004, Neion Graphics is devoted to customer satisfaction, high performance and quality. This is why the company has put all its expertise in software development and engineering, working to create a range of videosurveillance applications for generic and vertical needs.



OMC Gervais

OMC Gervais has been on the leading edge of all major changes in the payment collection and POS management sector for 60 years. As a software distributor and developer, OMC Gervais provides its clients with customized solutions that are simple, reliable and effective.

