



Toshiba improving customer experience and store operations with self-checkout solutions at CVS Pharmacy stores

RESEARCH TRIANGLE PARK, N.C., January 12, 2020 – Toshiba Global Commerce Solutions is empowering better customer experiences at CVS Pharmacy, the retail division of CVS Health, while optimizing in-store performance for the leading pharmacy retailer. The global market share leader in retail store technology will expand self-service options to enhance the level of service and choice for shoppers through its self-checkout solutions and global services capabilities.

“Every day, across the country, we are focused on creating meaningful experiences for our customers in-store by offering them convenience, simplicity and choice,” said Ray Auger, Senior Vice President, Retail Systems, CVS Health. “Through our investment in self-checkout solutions we are able offer both the speed and convenience expected at checkout, while also freeing our experienced store associates to help customers with their needs as they shop in our stores. Combined with Toshiba’s dedication to retail, and services expertise in store operations, they are one of our most strategic partners to help us as we evolve to meet the changing needs of our stores, and customers.”

Deploying the Toshiba Self-Checkout System 7 solution, Toshiba expects to improve operational throughput and reduce shopper interventions, with the ultimate goal of improving the customer’s overall store experience. For shoppers, they will experience a smooth end-to-end flow based on an intuitive software user interface and improved lighting that guides shoppers by drawing attention to the next point of interaction with the system. For associates, the all-new Mobile Operations Manager application will be deployed to enable them to clear interventions, perform overrides, and scan items directly from their mobile device.

The Toshiba Managed Services team will complete staging, deployment logistics and on-site installation for the System 7 systems, including Datalogic scanner-scales, across all CVS Pharmacy locations and will be on-site to ensure high availability from day one. Toshiba’s

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Professional Services team continues supporting front-end Point-of-Sale to ensure optimal performance across store systems, while working to rapidly develop and deploy updates to bring improved capabilities across their store environments.

“The pharmacy and healthcare environment is highly competitive today, with a critical need to ensure high levels of responsiveness, a superior customer experience, and a high degree of privacy for its consumers,” said Bill Campbell, Senior Vice President and Head of Global Sales, Toshiba Global Commerce Solutions. “We are proud of our on-going work with CVS Pharmacy to deliver on their commitment to improving the daily lives of their customers, and excited about the possibilities leveraging our best-in-class, self-service solutions and services to improve front-end checkout operations.”

Toshiba builds and orchestrates self-checkout as a seamless extension of the front-end point-of-sale, simplifying how CVS Pharmacy manages underlying business logic, certifies capabilities such as payment devices and self-maintains systems to optimize personnel.

CVS Pharmacy has already begun to install new Toshiba Self-Checkout System 7 modular solutions – both cash and cashless – across their stores in late 2019 and will accelerate their adoption through 2020.

About Toshiba Global Commerce Solutions

Toshiba Global Commerce Solutions is a global market share leader in retail store technology and retail’s first choice for integrated in-store solutions. Together with a global team of dedicated business partners, we achieve brilliant commerce by advancing the future of retail with innovative commerce solutions that enhance customer engagement, transform the in-store experience, and accelerate digital transformation. To learn more, visit toshibacommerce.com and engage with us on [Twitter](#), [LinkedIn](#), [Facebook](#) and [YouTube](#). #MomentsThatInspire

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