




# SIQMA-SOLUTIONS IMPROVE THE CUSTOMER JOURNEY



In a dynamic field like energy retail management, both contemporary and forward thinking solutions are in demand. The goal is to make your energy retail business even more successful and prepare it for the future of mobility hubs.

The product brand SIQMA is the sum of our competences, system solutions and services in the field of energy retail management. Behind it is Scheidt & Bachmann with its four market leading mobility-focused business divisions.

Scheidt & Bachmann Energy Retail Solutions represents innovative and future-oriented solutions that sustainably transform the mobility sector. Our strength lies in developing cutting-edge technologies that make the operation and management of petrol stations, mobility hubs, and charging parks more efficient and user-friendly.

We offer a wide range of products and services that optimize the sales process and enhance customer interaction—both indoors and outdoors, at both manned and unmanned stations. Our business process management solutions allow precise planning and automation of all

operational procedures, from the forecourt of the petrol station to the shop and complete site management.

With our connected system solutions, we seamlessly integrate forecourt, shop, payment, and management processes to ensure smart and efficient operations. Our comprehensive service offering supports you with project and service management, station monitoring, hosting, training, and implementation services—all from a single source to ensure smooth operation.

By leveraging cutting-edge technologies and having a deep understanding of our customers' needs, we drive the future of individual mobility forward and shape sustainable business models. This is the essence of what Scheidt & Bachmann Energy Retail Solutions is all about.



## Data / Facts

*/ >120,000 INSTALLED SYSTEMS WORLDWIDE*

*/ >99.9% SYSTEM AVAILABILITY*

*/ CLOUD-BASED SYSTEMS*

*/ CENTRAL SYSTEM MONITORING*

*/ SUPPORT OF ALL COMMON FORECOURT PROTOCOLS*



**/ INDUSTRY STANDARD** use synergies to your advantage

**/ INNOVATION** profit from modern technologies and solutions

**/ >50% MARKET SHARE** trust the experience of the market leader

**/ END-2-END KNOW-HOW** allows highest availability

**/ OPEN INTERFACES** enable maximum modularity of the systems

## / SIQMA POS

SIQMA POS is exclusively tailored to the needs of energy retailers. The processes and interface have been optimised for quick and easy use. The modern energy retail POS is therefore particularly easy and intuitive to operate, saving long training periods for your cashiers. Our SIQMA Mira POS hardware in tablet form factor is particularly suitable for confined spaces. SIQMA Mira can be used either – as a regular SIQMA POS – as an intelligent, interactive customer display – or in addition with SIQMA Smoove as a desktop self-checkout.

### SIQMA POS

As a cloud-based version, SIQMA POS can be operated on a variety of different end devices. The POS is called up on the SIQMA Mira, for example, and is available fully functional. To ensure offline functionality as well, the POS application runs in the background on our SIQMA Cloudlink. This way, the POS is online even when the site is offline. The cloud-based POS is available fully functional for different application scenarios, for example, in the bistro area with buffet or table service, at the car wash or directly in the forecourt. Future-oriented, all current fuels as well as new products such as electric charging, H2 and LNG are already available at the SIQMA POS.

### Card processing

Market leadership is also evident in the area of card processing: modern payment, loyalty and fleet card solutions are already integrated in SIQMA POS.

To SIQMA POS you can connect a variety of terminal solutions and process a broad card portfolio. Thus, specific, modern system solutions exist for practically every country. Digital products such as vouchers are also accepted.

### Future-Orientated Technology

You receive a complete package of software maintenance and service / support and thus have no expenses for operation and maintenance of your SIQMA system on your side. At the same time you always receive the latest software version and all the innovations it contains. With the current Windows as a basis, you already benefit today, within the scope of software maintenance, from a future-proof platform that enables you to scale your systems as you wish in the future.

- Shortest installation times
- Touch-POS with a customizable interface
- Future-proof through web technology
- Control of the entire forecourt
- Highest flexibility for use at the station



## /SIQMA Smoove

Queuing creates friction and has a negative impact on the customer experience. Our self-checkout solution SIQMA Smoove helps to prevent such queues by offering customers the option of a self-service checkout for fuel, electric charging, car wash and of course shop items. SIQMA Smoove is available as a kiosk device with a large screen that allows you to create a great self-service checkout area. Furthermore, the kiosk is also well-suited to offer additional services, such as loyalty onboarding, customer surveys, etc. SIQMA Smoove can also be used on SIQMA Mira POS hardware. SIQMA Mira thus provides a cost-efficient dual-use option when frequency is unexpectedly high. At peak times, for example, SIQMA Mira can be used as a second checkout, quickly becoming a self-checkout terminal to quickly reduce queues.

- Quick and easy seamless self-checkout
- Complete card payment options (incl. fleet cards)
- Optimised user interface for customer-oriented application

## /SIQMA Hosted BOS

As a long-standing market leader in the German-speaking fuel retail market, SIQMA Hosted BOS has become an industry standard for fuel retail management. SIQMA Hosted BOS combines all the functions to run a fuel station from an office workstation or even on the go. SIQMA Hosted BOS can be used from anywhere at any time. Modern IT security is ensured, for example, by SIQMA Access, which ensures 2-factor authentication of the browser-based access. This simplifies work considerably, especially for operators of several stations. System installation at the site is completely eliminated, and cost efficiency is improved. The Hosted BOS is a SaaS ("Software as a Service") product, with Scheidt & Bachmann taking over operation and maintenance. The SIQMA Hosted BOS offers a very wide range of applications for the management of a fuel retail station. The main functional modules include:

- Convenient article maintenance and merchandise management (goods receipt / order / inventory)
- Electronic interface to suppliers
- Comprehensive wet stock management
- Billing and reporting for all transaction data
- Administration, authorisation and invoicing of station cards



- Control of promotion campaigns and promotion content (SIQMA Promote)
- Recording and outsourcing of all tax-relevant data, incl. electronic interface to modern archiving systems
- Connection and control of electronic shelf labelling for automatic price labelling on the shelf



## /SIQMA OPT

SIQMA OPT 2.0 is the latest SIQMA outdoor payment terminal and represents a simple and secure solution for payment in the forecourt. The SIQMA OPT 2.0 has been optimized for today's common cashless payment methods (EMV-compliant and PCI PTS-certified card processing, payment by voucher, MIFARE-based transponder reader) and offers the customer the up-to-date e-Receipt function instead of a paper receipt.

The well-known intuitive SIQMA operating concept with a clear, tidy and uncluttered User Interface is supported by the large interactive 15.6" touch display, which displays all necessary information in an easy-to-read size. Language selection is also possible, with audio output via a modern TTS (Text-to-Speech) engine, which means maximum flexibility.

SIQMA OPT 2.0 can also be used as a payment terminal at charging stations for electric vehicles.

Functions of the SIQMA OPT 2.0 can be controlled remotely via our Remote Maintenance. Our extensive diagnostic options make it possible to identify and eliminate possible sources of error at an early stage.

- Central voucher management: cross-acceptance within a station network
- Comprehensive security concept
- Optional: e-Receipt
- Cashless
- LOW POWER „Energy efficient“



SIQMA OPT 2.0

## /SIQMA CRID

SIQMA CRID is the modern payment terminal that allows payment at the pump regardless of the type of pump. This means that it can also be easily retrofitted to existing dispensers. A CRID side is available for each dispenser where the customer can conveniently pay by card. The 7" multimedia display not only guides customers through the refuelling process. During refuelling, it can be used as an advertising space for current special offers such as shop promotions or washes.



SIQMA CRID



## / SIQMA PowerPay

SIQMA PowerPay is our lean solution for centralised ad-hoc payment for all connected charging points. Your ev customers pay conveniently and centrally at a PCI-certified card terminal. This eliminates the need for additional investment to equip each individual charging point with card terminals. In addition to debit/credit card payment, contactless and mobile payment are also available.

Equipped with an interactive 7" touch screen, the intuitive user interface can display all the information you need in an easy-to-read size. Multiple languages can even be selected. For maximum flexibility, audio output is provided by a state-of-the-art TTS (text-to-speech) engine.

QR codes can be read with the illuminated barcode scanner, for example to use coupons as part of an advertising campaign. It is therefore also possible to work with partner companies to offer a variety of cross-promotional campaigns.

- Cost optimisation through one central card terminal
- Weights & Measures Approval (German Eichrecht)
- Payment process in accordance with the AFIR regulations
- Fast and secure payment (PCI PTS 4.x or higher)
- Intuitive user interface via 7" touch screen operation
- Barcode scanner for QR codes and use of coupons
- E-receipt / electronic customer receipt
- 4G or ethernet connection

## / SIQMA Charge Cloud

Scheidt & Bachmann Energy Retail Solutions offers with SIQMA PowerPay and SIQMA FlowMax.AI innovative solutions for operators of charging parks. As an enabler for these advanced systems, we offer a versatile and scalable cloud solution designed for multi-site deployments.

This ensures that our clients can easily expand their operations with the growing demands of their businesses. SIQMA Charge Cloud includes microservices designed to enhance the customer experience at charging points. This includes for example e-receipt generation and couponing services.

Communication is seamless within our ecosystem as we handle Open Charge Point Interface (OCPI) interactions with CPMS providers, facilitating a smooth exchange of information and integration with industry-standard Charge Point Management Systems.

Furthermore, we make the implementation and maintenance of PowerPay stress-free. With the capability to manage configurations and software updates remotely, deployment is effortless, ensuring that our clients can stay ahead of the curve with minimal downtime.

## /SIQMA Sign

Elevate your energy retail site with a high-impact multimedia digital display that captures the attention of everyone passing by. Our state-of-the-art SIQMA Sign offers a grand 55" Full-HD color screen that boasts exceptional visibility, complete with automatic adjustment to ambient lighting to ensure optimal readability at all times.

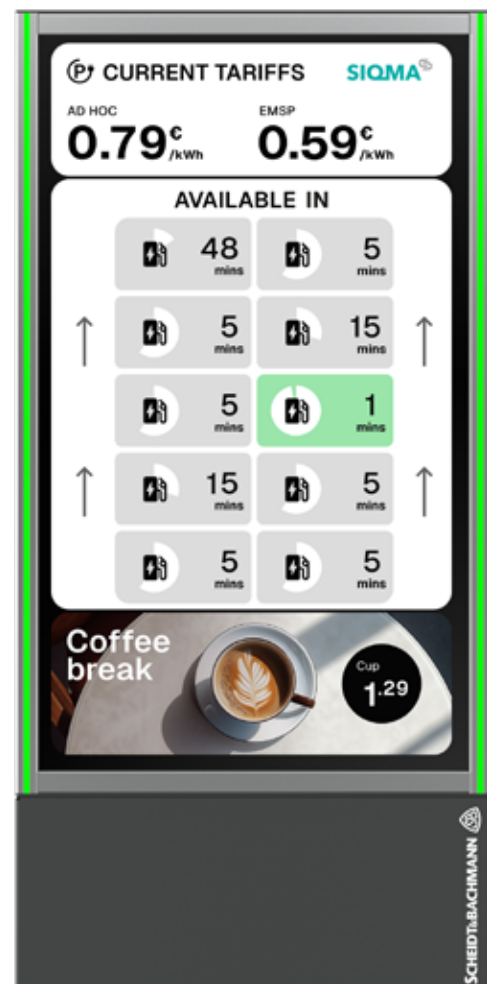
Craft a distinctive presence with configurable LED light strips that provide an eye-catching signal effect, enhancing your promotional content or any other information you like to provide. SIQMA Sign is engineered for simplicity, allowing for seamless integration into both new and existing setups.

Designed to endure the elements, SIQMA Sign is perfectly suited for outdoor installations and is built to operate around the clock, ensuring your message is always on display. From price displays to dynamic advertising, the versatility of applications on-site is extensive, making it an invaluable asset for any energy retail location looking to stand out and engage customers.

## /SIQMA FlowMax.AI

Experience the future of electric vehicle charging with our AI-based Availability Prediction system, a game-changing solution designed to enhance the usage and efficiency of charge points. Through intelligent analysis of charge session data and various dynamic factors, our technology offers accurate predictions on the availability of occupied charging stations.

- A swift guidance system intuitively directs drivers to the nearest available charging station, reducing wait times and enhancing the charging journey.
- Leverage maximum charge point usage by fostering customer stickiness, with the assurance of reliable availability insights.
- Our innovative application of AI in predicting charge point availability sets a new industry standard, offering unprecedented accuracy in real-time estimations.
- Beyond its primary function, the system is structured as a data broker, ready to be integrated with a breadth of other cloud services for further scalability and versatility.





## /SIQMA Promote

SIQMA Promote, with its wide range of applications, enables comprehensive promotion management at your fuel retail sites.

### SIQMA HOS – Central Planning

Via our SIQMA HOS you plan, send and monitor the promotions at your stations. Centrally planned, promotions are distributed to the SIQMA system of the connected sites.

### SIQMA BOS – Decentralised Planning

SIQMA BOS enables individual planning for each site. This means that all information is always up to date on a daily basis, without much effort. Everything with just a few clicks!



Customer display and promotion integrated in SIQMA Mira

## /SIQMA Indico

SIQMA Indico is the intelligent media player that distributes promotional content to all connected displays. With the help of SIQMA Indico, images and videos can be flexibly played back on all types of displays. A special highlight: no new displays have to be purchased. With the intelligent SIQMA Indico player, this even applies to old displays that may no longer be controllable in the foreseeable future and whose useful life can thus be extended. In this way, even existing promotion screens become intelligent communication media. The essential aspects of the player are that it is able to supply all different kinds of screens or digital signage displays with multimedia content via LAN/Wifi/HDMI, including video, independent of the manufacturer.



### Integration in merchandise management

Integrated into the system's merchandise management, SIQMA Promote accesses existing information such as prices and article descriptions and thus always remains up-to-date. This means that prices do not have to be adjusted manually when they change.

### SIQMA Collect

With SIQMA Collect you can create coupon-based promotions that can either be distributed via several media, e.g. newsletters, or printed directly on the receipt in connection with a purchase on site. Coupons can be static, meaning all codes are the same and therefore coupons can be redeemed multiple times, or dynamic. Dynamic coupons contain a unique code that can be redeemed once at all participating fuel stations. The monitoring of dynamic coupons is centralised in SIQMA HOS. In combination with SIQMA Couponing.Connect, cross-promotion campaigns are possible, which can be carried out together with external partner companies.



In conjunction with SIQMA HOS Content Management, it is also possible to run discount campaigns with station-specific prices and discounts. Time-controlled and optimised for the location of the respective display in the station.





**/ INDUSTRY STANDARD** use synergies to your advantage

**/ INNOVATION** profit from modern technologies and solutions

**/ OPEN INTERFACES** for easy connection

**/ CLOUD SOLUTIONS** flexibly scalable

**/ MARKET LEADING SYSTEM** proven in small and large networks

## **/SIQMA HOS**

We provide SIQMA HOS for the central management of entire fuel station networks. As a SaaS ("Software as a Service") product from Scheidt & Bachmann, a major strength of SIQMA HOS is: Its easy scalability. SIQMA HOS is used very successfully in extremely large networks as well as in medium-sized and smaller networks. The system's main functional modules are:

- Central article maintenance for your fuel station network
- Central system interface to shop suppliers
- Central wet stock management
- Reporting and BI
- Control of promotion campaigns and promotion content (SIQMA Promote)
- Central administration, authorisation and invoicing of loyalty cards

- Analysis and reporting based on OLAP cubes with over 40 dimensions
- Handling of system alarms for the entire fuel station network





## /SIQMA Connect

Comprehensive solutions for managing a network of fuel stations today usually consist of interconnected systems from multiple providers. With SIQMA Connect standard interfaces, third-party systems can be easily connected to SIQMA solutions. The result: an optimized complete solution that precisely fits your needs..

### SIQMA IFSFpay.Connect

SIQMA IFSFpay.Connect is a standardized mobile payment API that facilitates seamless exchange of information between the SIQMA POS system and a customer's mobile payment app, enabling direct payments at the pump. This feature provides customers with quick and easy mobile payment options.

- Standardized solution for mobile payments
- Seamless information exchange between SIQMA POS and mobile payment app
- Convenient and quick payment options at the pump

### SIQMA Couponing.Connect

Increase customer loyalty at your sites with SIQMA Couponing.Connect by using promotional coupons that enable seamless cross-promotions with partners and consistent pricing through SIQMA POS. Engage your customers with modern, value-added loyalty solutions and optionally integrate digital couponing into your mobile app.

- Versatile tool to enhance customer loyalty
- Collaborative promotion campaigns with partners
- Seamless integration with SIQMA POS to maintain consistency in pricing and information

### SIQMA Scan&Go.Connect

With SIQMA Scan&Go.Connect, customers can conveniently check out using a smartphone app. By scanning the barcodes of the items in the store and paying via the app, customers can avoid queuing at the POS. This innovative solution provides a flexible and enjoyable shopping experience that increases customer convenience.

- Customers can scan items and pay via smartphone
- Eliminates the need to wait in line at the POS
- Provides a flexible and convenient shopping experience

## SIQMA Charge.Connect

SIQMA Charge.Connect integrates EV charging with SIQMA POS, SIQMA OPT, and SIQMA Smoove, offering a unified payment experience without extra hardware. It enables combined payment for charging and shopping, enhancing customer convenience and supporting cross-selling opportunities.

- Seamless integration of EV-charging points with existing SIQMA systems
- Unified payment experience for EV-charging and shop purchases
- Enhanced opportunities for cross-selling and customer engagement with EMPs

## SIQMA E-Receipt.Connect

SIQMA E-Receipt.Connect enables the provision of digital receipts instead of printing paper-receipts for each transaction. Customers can easily store their receipts digitally on their smartphone and save a lot of paper. This feature is available across all SIQMA checkout solutions, including SIQMA POS, SIQMA Smoove, SIQMA PowerPay, SIQMA OPT, and mobile solutions.

- Eco-friendly alternative to paper receipts
- Convenient digital storage for customers
- Seamless integration across all SIQMA checkout solutions

## SIQMA BOS.Connect

SIQMA BOS.Connect seamlessly integrates Back Office Systems (BOS) with your fuel retail site operations. A variety of APIs allow you to synchronize data between your BOS and SIQMA solutions, ensuring accurate and real-time information across all systems. With SIQMA BOS.Connect, you can effectively streamline your back-office operations, freeing up time and resources to focus on delivering exceptional service to your customers.

- Seamless integration of Back Office Systems
- Centralized and automated processes for increased operational efficiency

## SIQMA Preorder.Connect

SIQMA Preorder.Connect allows customers to pre-order shop products online and pick them up directly at the shop. This convenient feature simplifies the shopping experience and saves time for customers

- Streamlined online pre-ordering process
- Convenient pick-up option at the shop
- Time-saving solution for customers.

## SIQMA Delivery.Connect

Enhance your shop offerings with SIQMA Delivery.Connect. Add delivery services to your product range to drive additional business in the shop and catering sectors. Customers can conveniently place orders online and receive their desired products promptly delivered to their doorstep.

- Integration of delivery services to expand service offerings
- Increased business opportunities in the retail and catering sectors
- Seamless online ordering and fast home delivery option

## SIQMA Carwash.Connect

SIQMA Carwash.Connect optimizes car wash experiences at fuel retail locations by allowing app-based or in-car purchases. It seamlessly integrates into SIQMA POS enabling a unified booking and settlement of all sales. This enhances customer convenience and streamlines operations, elevating efficiency for users and operators alike.

- Convenient ordering of car wash services via a mobile app or car
- Seamless integration with SIQMA solutions
- Enhanced efficiency and customer experience at fuel retail sites



# CLOUDLINK

/ The whole system complexity in a box



What you see

What you get



## /SIQMA Cloudlink *INTERFACE-HUB FOR FUEL RETAIL SITES*

### Mission

When it comes to managing complex fuel retail station networks, the future belongs to cloud-based solutions. SIQMA Cloudlink is our local cloud for fuel retail sites with an integrated interface converter that revolutionises system integration at fuel stations using internationally recognised standards. With SIQMA Cloudlink forecourt components, cash register systems, card terminals and SIQMA Cloud solutions can be combined with each other in a highly flexible way.

### Functions

- Connection of the SIQMA Hosted BOS in the cloud
- Hosting of the offline function for SIQMA POS in the browser (via HTML 5)
- Connection of all SIQMA Outdoor Payment solutions
- Complete forecourt control (FCI)
- Compatible with forecourt controllers from third-party suppliers (IFSF FDC)
- Connect EV charging infrastructure to SIQMA solutions
- Remote diagnosis function

### Benefit

- Increased flexibility in system selection
- Manufacturer-neutral forecourt connection
- Simple system expansions with SIQMA solutions
- Increased system availability
- Serves as a local cloud on the station to ensure temporary offline capability in case of network problems



## /SIQMA Courtmaster *FORECOURT CONTROLLER*

### Mission

In connection with SIQMA POS, SIQMA Courtmaster controls the entire forecourt and exchanges data from fuel dispensers, outdoor payment terminals, price poles, tank level controllers, etc. in real time with SIQMA POS or SIQMA BOS.

### Functions

- TCP / IP based control via LAN
- Control from any POS possible
- Control can be transferred from one POS to another (redundant forecourt)
- Remote diagnostics and software downloadable
- Performing self-diagnosis
- Alarm message to the network control computer

### Benefit

- Supports all common forecourt dialogues in Europe
- Continuous Software Maintenance
- High ease of maintenance
- Uncomplicated handling
- Holistic forecourt control



## /SIQMA Support

Our in-house service desk plays a decisive role in ensuring that SIQMA solutions function optimally at all times. Thanks to the integrated remote functionality, all installed systems can be dialled up and assistance can be provided online. All functions and applications at the fuel retail site can be remotely controlled via our Remote Maintenance. Specially developed analysis tools support the fastest possible error analysis and troubleshooting.

## /SIQMA Deploy

We coordinate all activities during the rollout, from planning to commissioning. In doing so, we keep the downtimes of your sites as short as possible through detailed preparation of the rollouts. With our experienced team of technicians, we are also able to carry out mass rollouts in the shortest possible time.

## /SIQMA Monitor

Our goal is to always keep your fuel stations up and running to maximise sales. In order to achieve this, we use various tools to be able to act remotely and therefore react quickly to any issues. This enables us to maintain an overview of the status of your stations at all times. So that you also know how your stations are doing, we offer you our Ticket Live View, which allows you to access the ticket data via the Internet using 2-factor authentication. We also offer you individual dashboard solutions in real-time replication. Of course, we adapt the dashboards to your needs.





## /SIQMA Maintain

We always keep your software up to date and can increase your system performance using specially developed analysis tools. Software updates and patches are carried out in a time-optimised and highly automated manner - without disrupting ongoing operations.

Required spare parts are available as quickly as possible. If you opt for our co-service, we will send you the necessary spare parts, which you can then put into operation yourself on site, without any service intervention on our part being necessary. Of course, these are original spare parts that meet SIQMA's high quality standards.

## /SIQMA Hosting

We host our SaaS applications with our own teams in ISO 27001 certified and Tier III+ classified, high availability, data centres. Backups are regularly replicated between three location-independent sites.

## /SIQMA Training

From our modern training centre in Mönchengladbach, we offer comprehensive online training programmes that teach the practical use of our systems. This ranges from beginner courses to specific workshops. Alternatively, we also offer training in groups in seminar rooms at our factory, at your premises or in event centres.

All training content is tailored to your individual requirements. For flexible training of your employees, we offer online tutorials in our e-learning portal. We offer our seminars in the languages DE - EN - IT - FR.

## Data / Facts

*/ >80% FIRST-TIME-FIX*

*/ UP TO 450 SPECIALISED EXPERTS IN EUROPE*

*/ 5,000 INSTALLATIONS PER YEAR*

*/ 20,000 ON-SITE OPERATIONS PER YEAR*

*/ CAPACITY FOR APPROX. 150,000 CALLS PER YEAR*



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