

## HIGHLIGHTS

### THE CHALLENGE

- Sports retailer Scheels was struggling to provide a secure, cost-effective, world-class, omni-channel experience to its range of customers.
- Supporting large sales volumes and emerging, complex payment schemes with limited staff and resources was increasingly difficult.

### THE SOLUTION

- Scheels implemented ACI's cloud-based, on-demand ACI Retail Commerce Server™ environment for a robust, adaptable, full-featured payments solution.
- It added eSocket.POS to address EMV, tokenization and point-to-point encryption.

### THE RESULTS

- Scheels can now respond more quickly and effectively to emerging payment trends without overburdening its staff.
- Its full-featured POS solution provides customers across all channels with a seamless, secure experience.

# A FAMILY BUSINESS GROWS INTO A SPORTING GIANT

## ACI RETAIL COMMERCE SERVER™ AND eSOCKET.POS

Scheels is a U.S. sports retailer with 26 stores in 12 states and more than 5,000 employees. The privately held business features over 90 specialty shops with unique customer experiences such as Ferris wheels, deli restaurants, sports, shooting and golf simulators. With up to 40 registers per store, moving customers through the checkout process as quickly, conveniently and safely as possible is of critical importance.



Like other U.S. retailers, Scheels is challenged to maintain safe, efficient and cost-effective payment solutions as new security threats evolve, new payment forms become available and the U.S. migrates to EMV. With a primary goal of being the best sports retailer in the hearts and minds of its customers, Scheels also offers a complete omni-channel payments experience that includes charitable giving to community organizations, “My Scheels” mobile app, email marketing campaigns, Brag Boards, online shopping, active social media channels, and Scheels credit and gift cards.



Unlike some of its larger competitors, however, Scheels must provide this world-class experience with fewer internal resources. The company needed a strong, adaptable, out-of-the-box payments and POS solution that didn't require a lot of internal expertise or modifications.

When it came time to evolve its payments ecosystem, Scheels had a long wish list. It wanted a robust, manageable solution that would not only make it easy to support emerging and complex payment schemes, but also enhance its omni-channel presence. It also wanted a software partner with a proven history of delivering industry-leading retail payment solutions.

Scheels decided to implement ACI's Retail Commerce Server payments solution within ACI's cloud-based, on-demand environment and adopt ACI's eSocket.POS to address EMV, tokenization and point-to-point encryption. The market-leading, holistic ACI solution provides the enhanced performance and security Scheels needs to provide its customers with simple, seamless experiences they demand both today and tomorrow.

ACI Worldwide, the Universal Payments (UP) company, powers electronic payments for more than 5,100 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries, as well as thousands of global merchants, rely on ACI to execute \$14 trillion each day in payments and securities. In addition, myriad organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software solutions delivered on customers' premises or through ACI's private cloud, we provide real-time, immediate payments capabilities and enable the industry's most complete omni-channel payments experience.

## “THE ACI SOLUTION FROM AN ARCHITECTURE AND TECHNOLOGY STANDPOINT IS GOOD FOR RETAILERS.”

**Marc Windahl**  
Vice President  
Scheels

Now, Scheels is able to meet today's customer needs and face a complex and ever-changing payments future with confidence. ACI's proven expertise running multiple secure data centers and hosting various critical apps assures Scheels that it will have the support and solutions it needs now and in the future.

“The ACI solution from an architecture and technology standpoint is good for retailers,” said Marc Windahl, Vice President, Scheels. “More importantly, the responsive way ACI partners with us from consultation to implementation to ongoing evolution as we use their solution, gives us confidence that we will be able to meet the demands of tomorrow.”

### LEARN MORE

[WWW.ACIWORLDWIDE.COM](http://WWW.ACIWORLDWIDE.COM)

[@ACI\\_WORLDWIDE](https://twitter.com/ACI_WORLDWIDE)

[CONTACT@ACIWORLDWIDE.COM](mailto:CONTACT@ACIWORLDWIDE.COM)

Americas +1 402 390 7600  
Asia Pacific +65 6334 4843  
Europe, Middle East, Africa +44 (0) 1923 816393

© Copyright ACI Worldwide, Inc. 2017  
ACI, ACI Worldwide, ACI Payment Systems, the ACI logo, ACI Universal Payments, UP, the UP logo, ReD, PAY.ON and all ACI product names are trademarks or registered trademarks of ACI Worldwide, Inc., or one of its subsidiaries, in the United States, other countries or both. Other parties' trademarks referenced are the property of their respective owners.

ACS6387 07-17

