

CUSTOMER SUCCESS STORY

**ManageEngine UEM transforms
POS management for a leading
UK retail chain in partnership
with a global systems integrator**

A joint initiative to reimagine in-store experiences

ManageEngine, the leading provider of enterprise IT software, has partnered with a global systems integrator (the “GSI partner”) to power seamless PoS management across over 500 stores for a large retailer, in association with the GSI partner’s unified retail platform. This joint initiative helped reimagine in-store experiences with a modernized infrastructure.

Home improvement is deeply personal: what works for one customer may not work for another. For the retail giant, delivering a consistent, connected in-store experience across diverse regions, cultures, and languages meant rethinking their IT from the ground up. But achieving this at scale came with its own set of challenges.

INDUSTRY

Retail — home improvement

REGION

United Kingdom, stores across Europe

ESTATE

6,000+ PoS devices across 500+ locations

SOLUTION

Endpoint Central Cloud

DELIVERED WITH

Global systems integrator

Unified retail platform

PoS devices

Custom rebuilt OS

Windows

Barcode scanners

Printers

Cash drawers

Card readers

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What were the barriers to change?

We are all familiar with the select few vendors behind the manufacture of PoS devices as well as maintaining software on them. However, these very devices are often built with just one thing in mind: checkout, bill, and repeat, lacking in-depth visibility and management capabilities.

A lack of sufficient vendor support with the existing DieboldOS, coupled with limited transparency into the vendor-managed environment, made it virtually impossible to keep up with growing customer expectations for bridging the digital and physical realms of their purchase journey.

This is where ManageEngine enters. Together with the GSI partner, a complete overhaul of the existing OS was commissioned, replacing it with a newly rebuilt and customized OS. Endpoint Central Cloud, the flagship Endpoint Management & Security (UEM) solution from ManageEngine, was chosen as the vehicle to carry out this large migration.

Laying the foundation for an efficient IT and retail experience

With the rollout of the new custom OS on the horizon, what lay ahead was the formidable task of deploying and ensuring its smooth functioning across a network of 500+ stores across Europe. And the caveat? Zero on-site personnel to oversee migration.

Let’s remember, the average size of a Windows OS file can reach anywhere between 4 and 6 gigabytes for a single install, and that’s without accounting for additional components such as drivers, applications, or other OEM clients. This, coupled with the fully remote nature of the deployment, raised concerns about limited bandwidth availability.

500+

stores across Europe in scope for the rollout

4–6 GB

the average size of a Windows OS file for a single install

Zero

on-site personnel to oversee migration

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For this, ManageEngine and the GSI partner’s teams came up with an innovative solution. First, a single PoS device at every store was selected as a distribution point. This meant that once IT teams deployed the OS through Endpoint Central, other devices on the same network could then download it from the nominated machine.
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The next step was to ensure smooth operation across the estate. For this, central IT teams relied heavily on Endpoint Central’s scripting capabilities to deploy software, drivers, and settings in a sequence of steps to ensure smooth functioning once the new OS was installed.

Supporting the GSI partner’s retail platform initiative

	Provisioning the business app bundle	With the mammoth task of the OS rollout completed, IT teams could now focus on the real transformative part: provisioning and configuring the bundle of business apps from the GSI partner’s retail platform, a unified retail platform that lets customers shop seamlessly across online and in-store channels, to the fleet of PoS devices for day-to-day operations.
	Customer-facing and employee-facing apps	ManageEngine was crucial to ensuring that PoS devices were provisioned with all the necessary business software right from the get-go. These range from customer-facing apps like self-scanning, self-checkout, and payment apps to employee-facing apps.
	Lifecycle and continual updates	Endpoint Central triggered the deployment of the apps during the OS roll-out stage, packaged with relevant scripts and configurations along with the GSI partner’s gold-standard OS. ManageEngine additionally aided in maintaining the lifecycle of the applications by continually updating them.

Inventory planning and forecasting

Retail companies adept at key business areas like billing, self-checkout, returns, and refunds can still find it challenging to keep track of the very devices that facilitate these processes.

Imagine a thin IT team tasked with overseeing 6,000+ PoS devices spread across 500+ locations. Multiply this with the numerous barcode scanners, printers, cash drawers, and card readers tied to these endpoints, and what we now have is a visibility problem.

For the IT team stationed on-site, such visibility is paramount, not just to know what’s on their environment today, but to plan ahead and forecast what they would need in the days to come.

This is where Endpoint Central again played an important role, for its depth of asset and inventory data collection. IT teams could now fetch a bird’s-eye view of the devices along with their connected peripherals and generate the necessary reports using custom PowerShell scripts.

These reports, containing important info such as devices’ make, model, warranty, and connected peripherals, aided IT and procurement leaders in making smarter purchase decisions.

Enhanced **IT efficiency**

Picture this: you are one of the front-line staff attending to a surge of customers during a Black Friday sale, and your scanner or printer decides to quit on you. What do you do? You raise a support request to your IT team, who may be stationed miles away at HQ.

With no immediate fix at hand, IT staff often resorted to travelling in person to inspect and fix menial issues like peripheral connectivity. Today, similar issues could be solved in minutes rather than hours or days, thanks to Endpoint Central's built-in remote management.

Remote actions ranging from simple health checks to more complex investigations could be carried out using tools like PowerShell, Command Prompt, and Task Manager without disturbing the store staff. For instance, if central IT wanted to check a particular machine's drive configuration, read its contents, or start/stop other services, they could do so within the same UEM tool.

Further, Endpoint Central ships with a built-in GUI-based remote control module, which IT personnel can use during special cases where a remote troubleshooting session is unavoidable.

Improved **security posture**

The proliferation of devices, business apps, and peripherals might lead one to think: what about the increased attack surface?

The answer lies in strategic planning. During the initial roll-out phase, the GSI partner's teams were able to install clients for antivirus programs and encryption from partner OEMs, paving the way for more long-term initiatives such as patch management.

Endpoint Central was pivotal in the distribution of security clients while also facilitating patching in accordance with Microsoft's monthly patching cycles and the timely deployment of Windows security patches, keeping PoS devices continuously patched and minimizing the risk of security threats.

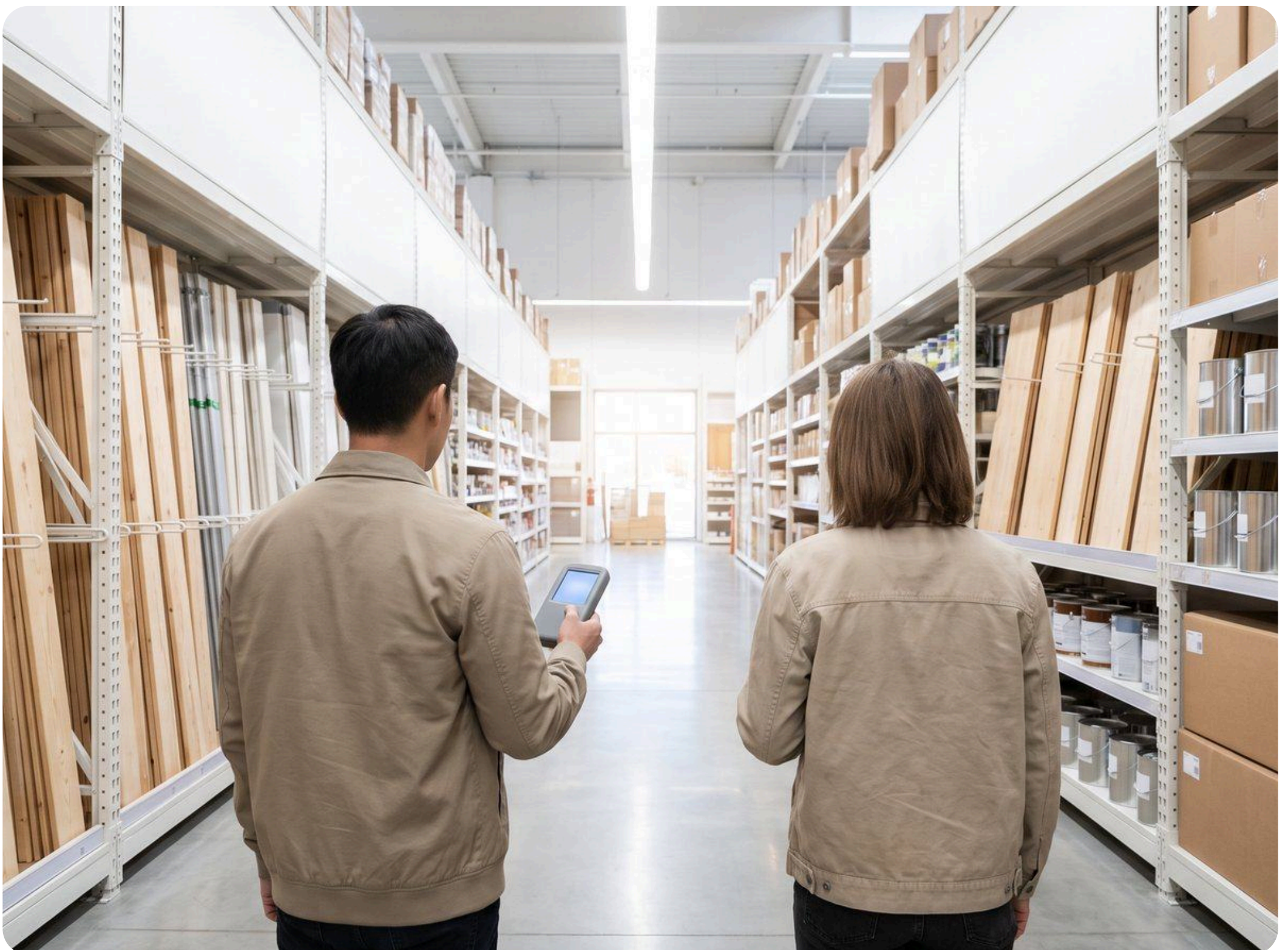
The outcome

With the GSI partner's retail platform powering the front end and ManageEngine powering the backend, retail transformation leaders could now turn this distant vision into reality: a multi-lingual shopping platform that seamlessly integrated customer wish lists, while enabling cutting-edge services like scan-and-go, self-scanned checkouts, digital payments, and more.

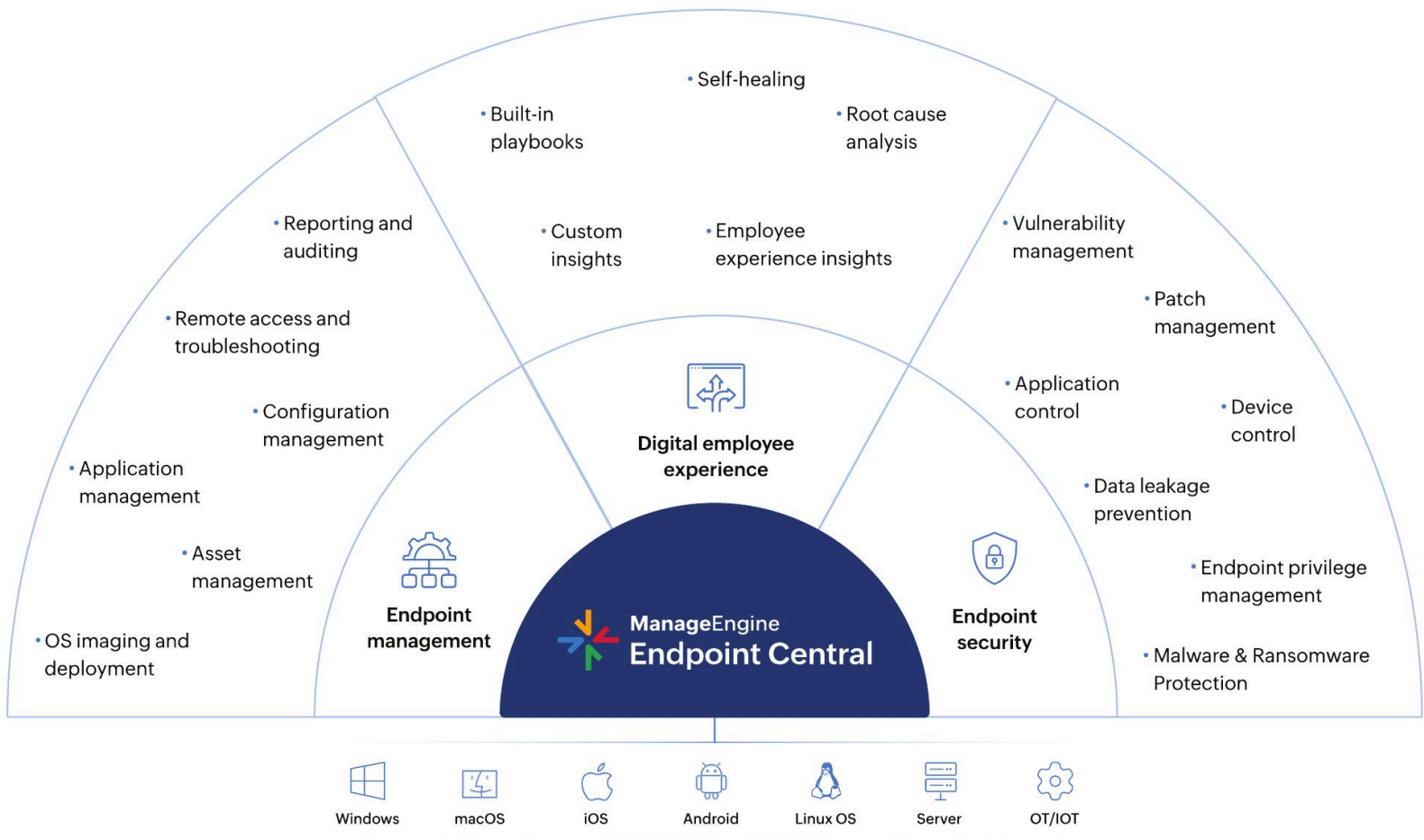
ManageEngine played an important role in modernizing the infrastructure with its increased visibility, reduced IT overhead, and remote management capabilities, resulting in increased reliability and stability of PoS devices for frontline workers, ensuring an uninterrupted customer experience across the chain of retail outlets.

“Endpoint Central offers an intuitive and self-explanatory UI with product navigation that made large-scale OS migration virtually a breeze. I particularly enjoyed working with software and configuration management—the primary reason why I chose ManageEngine over other solutions.”

Technical Architect, GSI Partner



1 console. 1 agent. Every endpoint workflow



See how Endpoint Central secures your retail chain

442%

ROI over 3 years

\$4.5M

Quantified benefits over 3 years

\$913K

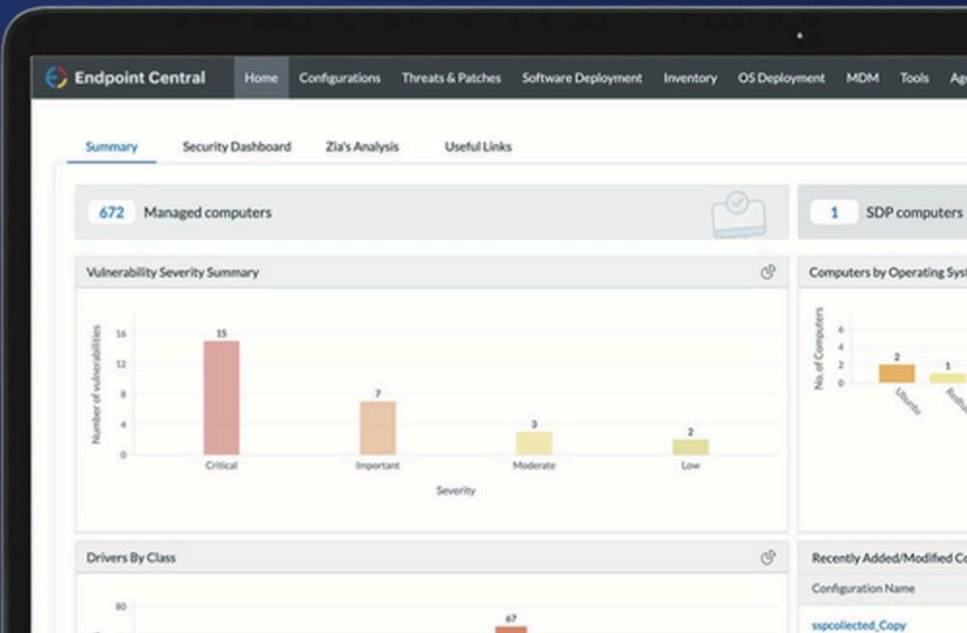
Saved from patch automation

95%

Patching efforts automated



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IDC

Leader in the IDC MarketScope: Worldwide Unified Endpoint Management Software 2025–2026 Vendor Assessment

CERTIFICATIONS & COMPLIANCE



Bring OS deployment, application management, asset inventory, remote troubleshooting, and patching under one console.

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