

# Success Story

## Globus SB-Warenhaus GmbH & Co. KG, St. Wendel

«We have a reliable system which also allows us to save costs in the long run. Previously, we always had to replace worn-out magnetic reader modules, which will now no longer be required. Another positive effect is that since the introduction of biometrics hardly any time corrections have been required any more.»

Ralf Naumann  
IT-Organisation

[www.globus.net](http://www.globus.net)



### Globus has opted for biometrics

With its more than 90 outlets, the retail firm Globus established in 1828 in St. Wendel in the Saarland region of Germany and still family-owned is firmly established in Germany. They include self-service department stores, DIY stores and electric supplies stores. Abroad Globus is represented in the Czech Republic in 11 locations. At the end of 2006, the commercial enterprise opened the first Hyperglobus in Moscow, Russia. Presently, Globus has a staff of 24,000 as full-time and part-time employees and has achieved an increase in turnover to reach 4.2 billion Euros in the financial year of 2005/2006. St. Wendel is where still today the firm coordination takes place. The firm is still bound by the promise of its founder Franz Bruch to provide «low-cost and real service».

This is exemplified by its most important company principle: «The customer and meeting his demands are at the center of our efforts.» In his self-service department stores in 37 locations throughout Germany, Globus offers a variety of goods that leaves nothing to be desired: home-made specialties, foodstuffs from all over the world, household and drugstore articles, fashion and electrical supplies. In addition to all articles required for daily and special use, the customers will find an extensive offer of drinks, always freshly baked goods, more than 300 types of cheese, fresh fish, organic products and foodstuffs for persons suffering from diabetics and allergies. Apart from this unique selection, Globus attaches great importance to service, freshness and guaranteed quality, all of this at low price.

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Its concept has been successful, as evidenced by the fact that Globus has been voted Germany's most popular self-service for the 13th time in a row during the Kundenmonitor 2006 (Consumer Survey 2006).

For a retail firm such as Globus, personnel planning is, of course, essential. This is why already years ago Globus introduced an electronic personnel placement planning combined with time and attendance terminals from Kaba. At the headquarters in St. Wendel and the self-service department store in Bingen-Gensingen, since the spring of 2007, the approximately 1,200 employees have been recording their working hours no longer with cards but with their fingers. A total of approximately 20 biometric terminals from Kaba of the B-Net 93 40 FP, B-Net 93 20 FP and B-Net 91 20 FP types were installed there for time and attendance and access control.

«We wanted to replace our magnetic card readers with a future-oriented technology offering additional security and not involving a lot of additional costs», Ralf Naumann, an employee in the IT organization of Globus and in charge of the smooth operation of personnel placement planning, time and attendance and access control, explains his decision in favor of biometrics. «This allows us to save the costs for the worn-out badges. Your finger is always with you and cannot be forgotten at home as a badge can.» Moreover, biometrics provides an unambiguous identification of the person who is booking. This unambiguous identification via biometric readers is also used at the cashier's for the employees in question and the customers when they are paying. Even though there have been the usual startup problems, the shop committee and the employees have

readily accepted the biometric time and attendance.

«Cleaners or grease on the hands, or fingers softened by water, do not interfere in the recording process.» This is why Globus is very happy with Kaba's system, in particular also with their service when questions or problems come up. «We have a reliable system which also allows us to save costs in the long run. Previously, we always had to replace worn-out magnetic reader modules, which now will no longer be required. Another positive effect is that since the introduction of biometrics hardly any time corrections have been required any more.» All new Globus markets will now always be equipped with biometrics, and existing ones will be changed over in the area of money handling.