



Press Release

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Diebold Nixdorf Provides New Self-Service Solutions for Thalia Bookstores

Simplified, convenient checkout process improves customer service and reduces queues, especially during high-traffic times

BERLIN, Germany and HUDSON, Ohio, USA —Thalia, the top book retailer in the German-speaking region, has selected Diebold Nixdorf, a global leader in retail store and checkout innovation, to introduce new self-checkout solutions that will improve customer service and help make their stores future-ready. Planned through mid-2024, a total of 500 modular DN Series® EASY eXpress systems for the German market, and more than 100 systems for Austria and Switzerland, will expand checkout options for Thalia customers and allow employees to spend more time serving shoppers. In addition, Diebold Nixdorf will leverage its extensive and experienced services technician network to provide on-site troubleshooting and support services for Thalia in all three countries.

Consumer research in Germany shows that physical bookstores are an important sales channel for gift shopping or finding a book for personal reading.* However, because of the popularity of these stores, customers often have to wait in long checkout lines, especially during peak times such as weekends, holidays and back-to-school shopping season. Using self-service solutions from Diebold Nixdorf will allow Thalia to significantly reduce customer wait times.

Another objective of introducing the latest generation of self-service systems in its stores is to allow Thalia employees to spend less time on operations such as cashiering and focus more on providing reading advice and other personal services, which is the traditional strength of the physical bookstore. Thalia also designed furniture to integrate self-checkouts to blend in seamlessly with the store design. Customers can pay for purchases by card or with mobile devices such as a smartphone or smartwatch. This [video](#) provides more information on the use of the DN Series EASY eXpress self-checkout at Thalia.

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Stephanie Spurzem, head of sales support at Thalia, said: "Diebold Nixdorf's self-checkout systems have been very well accepted by our customers and employees. This shows us that the self-service option is an ideal addition to our overall offering and that we have taken the right path by introducing them."

Wolfgang Jonasson, vice president retail DACH at Diebold Nixdorf, said: "Our self-service systems allow Thalia's employees to focus on their core competencies, which benefits shoppers and retailers alike. Self-service solutions in brick-and-mortar bookstores are reinforcing Thalia's role as an industry pioneer by implementing innovative digital solutions and seamlessly integrated shopping experiences."

Nearly half of the new self-service systems have already been installed, and the remaining are planned to be implemented by mid-2024. Thalia has been relying on technology from Diebold Nixdorf for many years and has approximately 1,000 stationary BEETLE POS solutions from the manufacturer currently in use.

* [The Book Market in Germany 2022/23: \(boersenverein.de\)](https://www.boersenverein.de)

About Thalia

Thalia is the market-leading omni-channel bookseller in the DACH region with around 6,000 employees. Customers can shop in a network of around 380 bookstores in Germany and Austria, online stores and its own app. In Switzerland, Thalia holds half the shares in the more than 50 bookstores of Orell Füssli Thalia AG. In the owner-operated bookselling sector, Thalia focuses on sustainable partnerships and makes its many years of specialist expertise and digital know-how available as part of cooperative ventures. The company's portfolio is rounded out by the Berlin-based product studio for digital solutions in retailing, Thalia Digital Retail Solutions, the specialist information provider Lehmanns Media, and Thalia Retail Concepts (TRC). With around 3,000 permanent sales outlets and a further 4,000 promotion areas in food retailing and drugstores, the subsidiary creates new contact points with the brand in system retailing. The bookseller's 30 or so exclusive private labels complement the book ranges with exclusive gift and trend collections. To date, around 2,000 bookstores have joined the tolino alliance, which Thalia co-founded in 2013.

The omni-channel bookseller focuses on digitization and on local encounters. That's why Thalia and Thalia Mayersche bookstores are places of experience and meeting places for young and old. With their offerings, they enliven the shopping streets in the city centers. The company is also committed to social values such as education, sustainability and democracy in a variety of ways. Particularly close to Thalia's heart is the promotion of reading among children and young people. In fiscal year 2021/22, Thalia - including all partner companies - generated sales of around 1.6 billion euros.

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About Diebold Nixdorf

Diebold Nixdorf, Incorporated automates, digitizes and transforms the way people bank and shop. As a partner to the majority of the world's top 100 financial institutions and top 25 global retailers, our integrated solutions connect digital and physical channels conveniently, securely and efficiently for millions of consumers each day. The company has a presence in more than 100 countries with approximately 21,000 employees worldwide. Visit www.DieboldNixdorf.com for more information.

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