



graphene

Graphene Platform

An overview of our services



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What is Graphene?

Graphene is PMC's unified commerce platform. It connects your POS, online store, loyalty programme, inventory and customer data into a single live environment. So every channel works together, in real time across physical and digital.

Build the unified commerce solution you need without barriers.

Graphene delivers across every channel, system, and customer touchpoint accelerating commerce transformation without the risk, cost, or complexity.

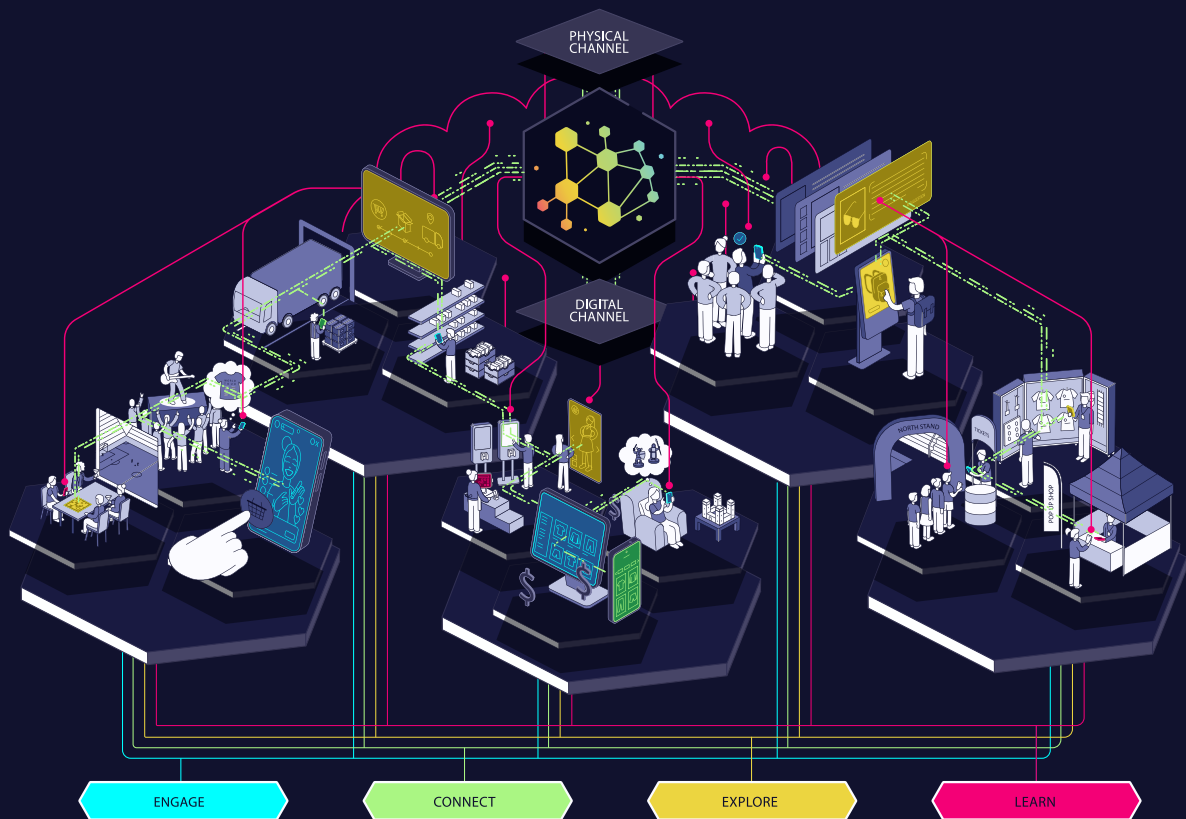
- A foundational commerce and data platform
- Delivered as a productised, modular solution
- Built on microservices architecture, orchestration, and data integration
- Designed specifically for retail and B2C commerce environments
- Delivered with embedded expertise to ensure successful implementation and outcomes

Outcomes We Deliver

Outcome	Graphene Solution	Impact
Customer experiences that convert	Customisable applications spanning multiple channels	Enables seamless and personalised shopping experiences across both online and offline channels
Costs that you control	A unified commerce solution enabling you to select and integrate features that meet your business needs, paying only for what you need	Eliminates the need for expensive overhauls or rip-and-replace strategies
Intelligence, not just data	A modular framework that prioritises data and integration in every journey, eliminating obstacles like fixed structure or integration	Enables swift integration, real-time data access, and cost-effective control, enhancing insights
Embedded fiscal compliance	Graphene acts as an integration layer between disparate systems, reducing the complexity and cost of integration	Actively solves issues with data conversion, fiscalisation, payment integration and digital out of legacy

The Graphene Approach to Unified Commerce

Graphene is built on four layers. Each one solves a distinct problem. Together they deliver unified commerce.



ENGAGE

Turn any moment into a retail moment

Sell anywhere, convert faster, open new channels.

CONNECT

Rapid, pain-free integration

Unite your systems, channels, and compliance into one precise layer.

EXPLORE

From idea to live in weeks, not months

Test, adapt, and expand with minimal risk.

LEARN

A platform that learns as you evolve

Make smarter decisions, optimise performance, accelerate growth.

Our most popular modules



Orchestration Manager

Organisation and access management built to define business structures and user permissions.



Point of Sale

High-volume, device-agnostic checkout built for fast, frictionless retail and event sales.



Ecommerce

Personalised commerce built to drive conversion, loyalty, and flexible fulfilment.



Stock Functions

Device-agnostic stock operations built to improve accuracy, staff efficiency, and in-store execution at scale.



Cash Module

Full cash management with real-time reporting, multi-currency support, and integration with gift card and finance systems.



Data Integration (DOTI)

Data transformation, orchestration, and transport built to connect systems.



Self-Checkout

Customer-driven checkout built for mixed baskets and frictionless system-integrated transactions.

Proven Platform Performance

Graphene is already delivering across global commerce environments.

5+ million
requests
processed
daily

99.99%
uptime in
last 12
months

250+
retail and B2C
microservices

Active in
10+
countries

Deployed
across
1,000+
retail locations
and events

Supports
50+
currencies and
languages

4+ million
transactions
processed



Trusted By

From global store rollouts to one-store wonders, our customers come to us with challenges big and small, and we're pleased to work with them to uncover how Graphene can meet their unique needs.

Upon discovering the low cost of entry Graphene affords, many of our customers go on to scale their initiatives on the platform substantially, unlocking new opportunities to deliver value to their customer base.

bodycare

Mulberry

■ banner®

WORLD DUTY FREE 



CREW CLOTHING COMPANY

Specsavers®

Ann Summers

Premier League
Football Club



*Global
Sports Event*

See the stories behind the logos

Read the case studies



Truly Unified Commerce

Graphene enables seamless integration that unites systems, channels, and compliance into one precise layer.

Data
Foundations

In-store
Integration

Fiscal
Compliance

Payment
Middleware

Seamless Data Integration

Your systems, connected. Your data, activated through Graphene across global commerce environments.



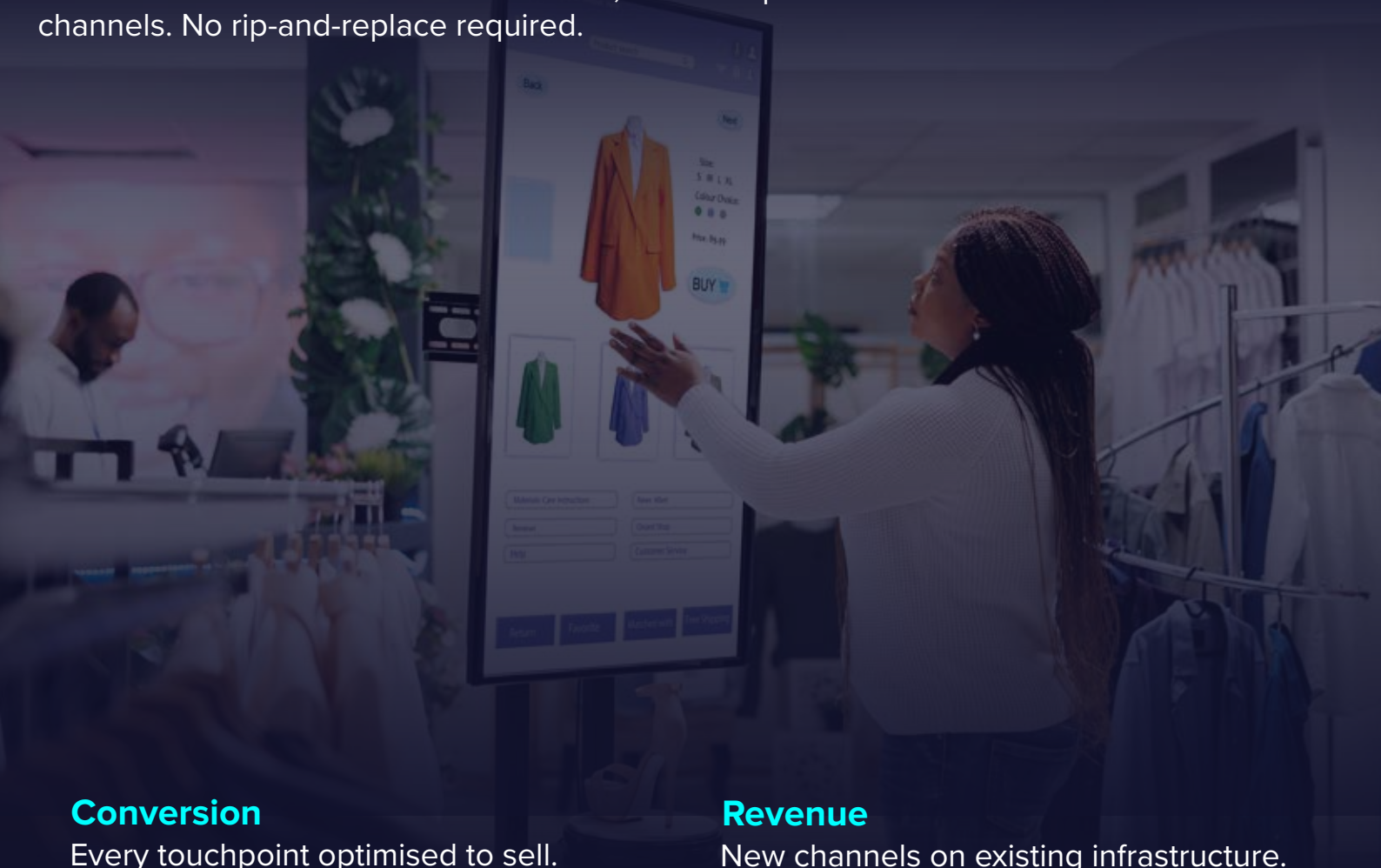
Engage — Outcomes

Every touchpoint. Every opportunity. Every sale.

Engage turns every customer interaction into a moment that can convert.

What Engage does for your business

Retailers lose revenue when infrastructure fails at the point of purchase. Engage removes that friction. Faster transactions, real-time personalisation and new revenue channels. No rip-and-replace required.



Conversion

Every touchpoint optimised to sell.

Transactions

Faster checkout under peak load.

Personalisation

One experience across every channel.

Revenue

New channels on existing infrastructure.

Frictionless

Shorter path from wanting to buying.

Visibility

Real-time stock at point of sale.

Your customer never hits a barrier between wanting something and buying it.

Delivered through:

Point of Sale. Self-Checkout. Customer Display.

Connect — Outcomes

One layer. Zero complexity. Total control.

Connect turns a fragmented system landscape into a single, orchestrated environment.

What Connect does for your business

Every retailer carries the weight of systems that don't talk to each other. Legacy platforms, siloed compliance, disconnected payments. Connect removes that overhead, unifying your existing stack without touching live trading.

Connected

Legacy and modern systems unified without rip-and-replace.

Cost

Reduced integration spend and delivery risk.

Unified

Payments, logistics, and compliance in one layer.

Compliance

Fiscal requirements managed across markets from one layer.

Data

Real-time flow across every system and channel.

Visibility

Full operational clarity across your connected estate.

Less time managing systems. More time running the business.

Delivered through:

**Data Foundations. In-store Integration. Fiscal Compliance.
Payment Middleware**

Explore — Outcomes

Test it. Launch it. Scale it. Fast.

Explore gives you the speed to act on opportunity before it passes.

What Explore does for your business

New markets, seasonal activations, pop-ups, payment methods. The opportunities are constant, but the cost and risk of moving fast usually holds retailers back. Explore changes that. Launch and test without putting your core operation at risk.

Innovation

Low-risk testing without disrupting live trading.

Modular

Build only what you need, when you need it.

Activation

New markets and geographies live rapidly.

ROI

Faster return through accelerated time to market.

Seasonal

Event and seasonal commerce supported natively.

Agility

Move at the pace the market demands.

The cost of moving fast is no longer a reason not to.

Delivered through:

StockOps ToolKit. Transaction Manager.

Every transaction. Every signal. One picture.

Learn turns the data your operation already generates into a genuine commercial edge.

What Learn does for your business

Most retail operations sit on valuable data they cannot use. It is siloed, inconsistent, or arrives too late to act on. Learn structures that data in real time, building the foundation for smarter decisions, accurate forecasting, and AI that delivers results.

Single-view

One real-time picture across every channel and system.

Accuracy

Faster, more confident commercial decisions.

AI ready

Data foundation built for AI by design, not retrofit.

Forecasting

Demand and trend identification at speed.

Insights

Customer behaviour that drives personalisation and loyalty.

Performance

Operational visibility that reduces cost and waste.

Your next best decision is already in your data. Learn makes sure you can see it.

Delivered through:

Business Intelligence. Commerce Analytics. Customer Intelligence.

Data Foundation For AI

Graphene is built on the principle that AI is only as good as the data behind it.

FOUNDATION

INTELLIGENCE



Every module produces structured, consistent data as a by-product of normal operation - so by the time you're ready to deploy AI, whether that's dynamic pricing, predictive stock allocation, or personalised engagement, the foundation is already there.

Business outcomes:

- Data is captured and structured across every channel and system
- AI tools layer onto your existing platform
- Faster time to value from any AI investment
- Future-ready by design, not retrofitted

Global Fiscalisation

Commerce that's compliant everywhere you trade.



Cash Register



Auditing



Operational



Multiple Countries

Fiscal requirements vary by market, change without warning, and carry serious commercial and reputational risk if missed. Graphene manages fiscalisation as a core platform capability — not a bolt-on — so you stay compliant across every market you operate in, without building bespoke solutions for each one.

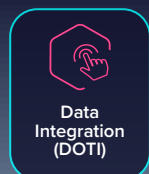
What this means in practice:

- Fiscal compliance managed across all active markets from a single layer
- Automatic updates as regulatory requirements change
- E-receipts, digital tax reporting, and audit trail built in
- Payment middleware that meets local requirements globally
- Compliance burden removed from your internal teams

Ann Summers

From fragmented systems to unified commerce.

Ann Summers were operating physical and digital commerce in silos, on a legacy estate too embedded to replace and too business-critical to risk. Graphene connected every system into a single real-time environment. No rip-and-replace. No disruption to live trading.



What changed

Connected

Physical and digital channels unified without disruption

Transactions

Faster, more reliable transaction performance

Visibility

Real-time operational data across the estate

Delivery

New capabilities launched in weeks, not months

The business modernised without disrupting the revenue already moving through it.

[View the case study](#)

Case Studies

WORLD DUTY FREE 

From unreliable payments to resilient retail operations.

PMC delivered a resilient payment environment that improved operational stability across the store estate

Payment failures were costing World Duty Free at the point of sale. Graphene resolved the integration complexity driving them, restoring reliability without disrupting live trading.



Graphene
App



What changed

Payments

Resilient payment infrastructure across stores

Reliability

Improved end-to-end payment performance

Integration

Deployment completed within 6–8 weeks

Visibility

Stronger transaction visibility and financial integrity

Operations

Integrated payment capability restored

Payment reliability stopped being an operational risk during trading hours.

[View the case study](#)

Premier League Football Club

Roaming POS to bring retail to the terraces.

PMC enabled mobile, stadium-wide commerce using e-Basket with softPOS.

Supporters needed to buy in the moment. e-Basket with our roaming POS made that possible on any device, across every part of the stadium we integrated directly into their existing platforms, without disrupting live operations.



What changed

Revenue

£20k average incremental sales generated per game

Personalisation

Targeted selling interactions at the point of demand

Experience

Supporter engagement shifted from transactional to experiential

Mobility

Roaming POS enabled across the stadium

Flexibility

SoftPOS module deployed across any device

Retail moved closer to supporters, and revenue moved with it.

[View the case study](#)

About Us

PMC is an independent commerce technology partner.

We build and run the foundations that make unified commerce dependable across your operation. We stabilise what matters, connect what is fragmented, and add the right capacity so change lands without disruption.

Trusted by leading brands, PMC powers mission-critical operations and helps organisations modernise legacy environments with practical engineering, consulting, automation, and 24x7x365 managed services. Our teams reduce risk, lift performance, and increase delivery speed so you can scale smarter in a customer-centric, globally connected market.

How We Deliver Value

Always-on reliability

24x7x365 managed services that prevent issues before they impact customers, shorten time to restore, and protect revenue.

Faster, safer change

Integrated engineering, consulting, and automation that reduce handoffs, improve release quality, and keep the roadmap moving.

Lower operational drag

Streamlined processes and right-sized teams that cut toil, control cost, and free people to focus on high-value work.

Connected estate, clearer decisions

Practical integration of platforms and data so leaders see what matters and act with confidence.