

GLOBAL RETAIL TECH LEADER.

SHINSEGAE I & C

Company Overview

SHINSEGAE I&C is a global retail tech company that creates new values in new areas with digital technology.

Using the best technologies, we build a change-making, innovative retail environment, which includes cloud infrastructure, artificial intelligence, smart retail, and data business. As a leading retail tech company, we deliver differentiated experiences and values through digital technologies. We are transforming the retail industry with cutting-edge solutions, strengthening our competitiveness for the future. Our innovations will reshape everyday life and set a new standard for how people shop and live.

Company

SHINSEGAE Information & Communication Inc.

CEO

Yang Yun-ji

Founded on

Apr. 29, 1997

HQ address

24F, 231, Teheran-ro, Gangnam-gu, Seoul, Republic of Korea

Headcount

1,323

Company website

shinsegae-inc.com

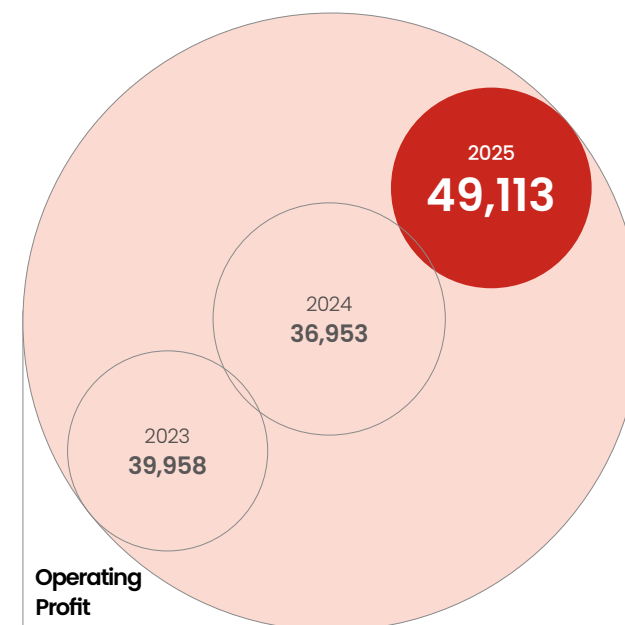
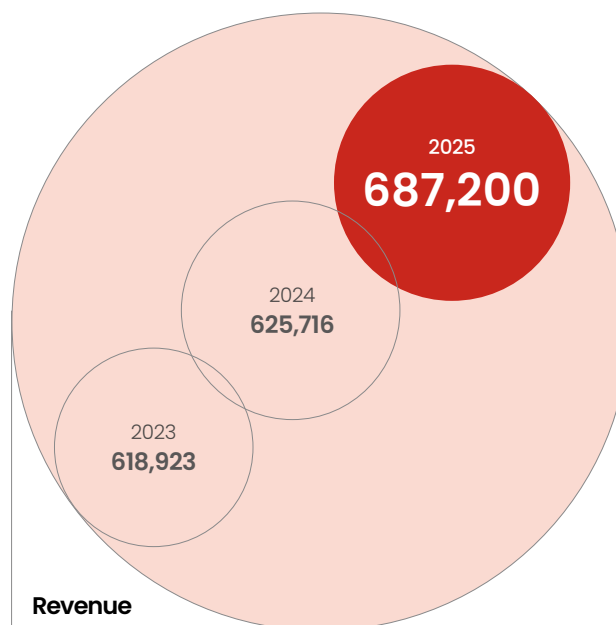
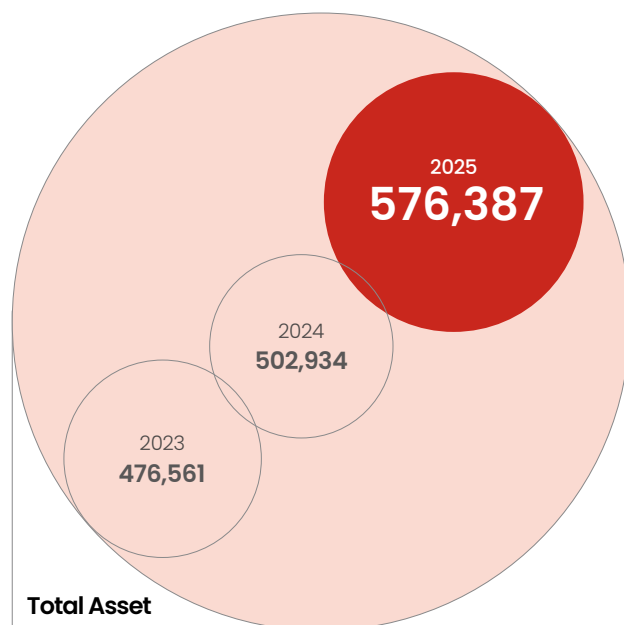
Business area

Computer system development and consultation

Subsidiary

PLGRIM Co., Ltd.

(Unit: KRW million, consolidated)



History

1997 – 2004

1997

04. SHINSEGAE I&C founded

1999

12. Launched e-commerce business
* Transferred to SHINSEGAE Co., Ltd. in March 2010

2001

07. VAN distribution business launched
Launched enterprise logistics business

2002

10. Intelligent Building System (IBS) business launched

2004

02. e-Learning business launched
06. Data center construction completed (Guro, Seoul)

2006 – 2010

2006

05. First IT service company to be listed on KOSPI
09. Integrated sales management solution, goodMD launched

2009

11. Electronic tax invoice service, eCtax, launched

2010

03. Messaging Service for corporate clients launched

2013 – 2017

2013

02. SSG Cloud Service launched

2015

07. Simple payment service, SSGPAY launched
* Transferred to SSG.COM in June 2020

2017

01. Established SHINSEGAE Group's Disaster Recovery as a Service (DRaaS) System

2019 – 2020

2019

- 03. Public Cloud MSP business launched
- 05. AI R&D organization launched
- 09. Data center construction completed (Gimpo, Gyeonggi)
Opened Korea's first automatic payment store, Self-Service Store

2020

- 08. AWS Retail Competency obtained, a first for an APN consulting partner in the Asia-Pacific Region

2021 – 2024

2021

- 01. Integrated retail tech brand Spharos launched
- 09. 100% Smart Store opened with security certified by the Ministry of Science and ICT

2022

- 03. Acquired PLGRIM, an e-commerce platform development company

2023

- 07. Released 2022 Sustainability Report

2024

- 08. Opened corporate training platform Spharos Academy

2025

2025

- 11. Received a Presidential Commendation from the Ministry of Gender Equality and Family in recognition of its outstanding family-friendly workplace practices

Business Overview

We build stable business environments across diverse industries, including retail, by leveraging our advanced AI, Cloud, and IT services. Through these efforts, we enable innovative customer experiences and drive successful business outcomes.



Cloud



IT Service



**Information
Security**



Edu Platform



AI



**Platform
Service**



**Smart
Infrastructure**



**Game
Device**

Brand

Spharos is SHINSEGAE I&C's integrated retail tech brand encompassing cloud and AI-based digital transformation technologies.



AI Vision

AI Analytics

ScanFree

ScanCare



One

Private Cloud

CMP



Private Cloud Server



POS

Membership



DevX



Safety

NFT

Cloud EDI

Academy

Optimized

Based on our "Customer First" philosophy we provide solutions optimized for the needs of diverse customers and business environments.

Efficient

Our solutions both efficient and affordable pave the way to tomorrow's business.

Innovative

Spharos can turn what you envision into reality.

Business

AI

Brand New Shopping Experience, More Efficient Store Operations

AI for Off-line

We interpret customer behavior in offline stores into data using our image-based AI vision technology, which captures customers' recognition of and interest in products, as well as store traffic. With services tailored for retail businesses, we provide more convenient shopping experiences for customers and efficient store management for store operators.

Store Management Solution

Our store management solution provides valuable insights for effective store management through AI vision-based and real-time analysis of shelf, floor, and customer data.

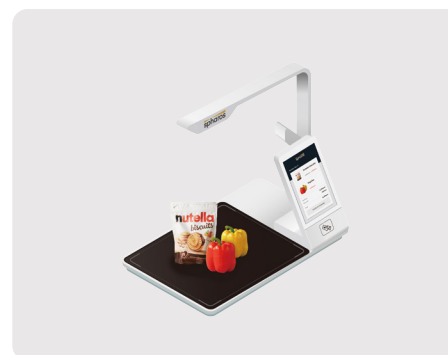


- **Shelf-management**
 - Out-of-stock prevention and wrong display detection by synchronizing POG
 - Detects contamination levels of the condiment bar and dish return area at F&B stores
- **Store Management Monitoring**
 - Real-time analysis of occupancy and congestion by area and table type
- **Customer management**
 - Analyzes customer in-store dwell time and location for personalized services



Spharos ScanFree

Spharos ScanFree skips barcode scanning, recognizing products in one second and completing payment instantly.



- **99.9% scanning accuracy**
 - Recognizes irregular products, including fruits and vegetables
- Recognizes new products without additional training
- Checkout up to 9 times faster than standard self-checkout
- Minimizes errors by suggesting similar product options and supporting user-selected checkout
 - Automatically improves model accuracy through user feedback

Spharos ScanCare

Spharos ScanCare is a solution that detects unscanned items at existing self-checkouts and improves the input process for irregularly shaped fresh produce, such as fruits and vegetables.



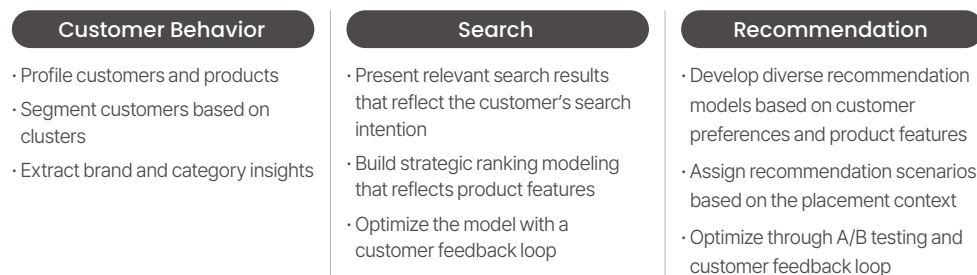
- Detection of mis-scans, barcode switching, and unpaid items
- Automatic Missed-Scan Loss Reporting
- Recognizes fresh produce without barcodes
- Responds to checkout incidents instantly (~0.1 seconds)

AI

Ultra-Personalized Customer Experience and AI Service Tailored for Retail Businesses

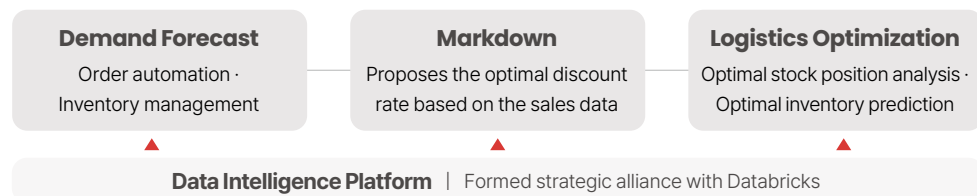
AI for e-Commerce

By analyzing the entire customer purchase process, including search, product detail page browsing, shopping cart, and payment, this solution provides personalized search experience that shorten the time taken to find the desired brand and products. It increases the conversion rate and allows business operators to establish strategic marketing plans based on insights on customer behavior.



AI Analytics for Retail

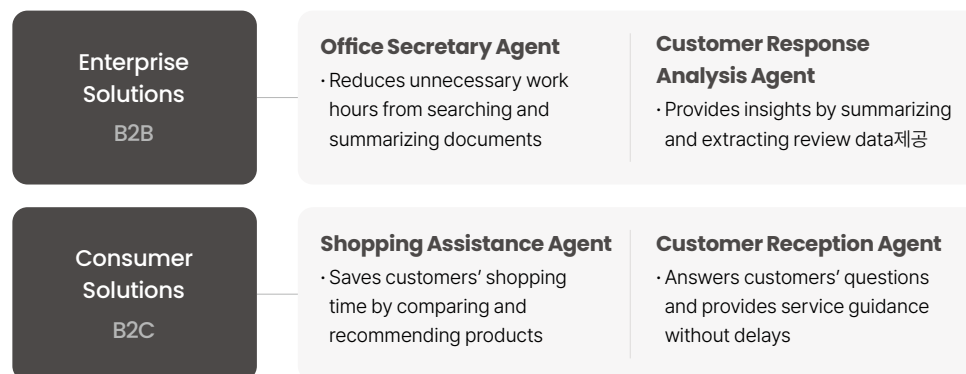
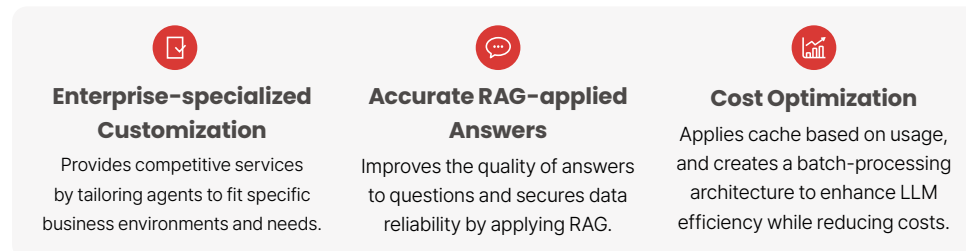
Built for retail, our data intelligence platform enables AI Analytics to process large volumes of data with speed and accuracy. We collect and analyze online and offline store data to enable automated product orders based on demand forecasts, determine optimal discount rates based on sales performance analysis, and optimize logistics through optimal inventory levels.



Generative AI

By combining core AI technologies and LLMs applied with retrieval augmented generation (RAG)*, we provide AI services optimized for the retail sector.

* RAG: a technique for enhancing the accuracy and reliability of generative AI models by retrieving facts from enterprise sources (e.g., documents, data)



Cloud

Full Stack Cloud Service for Business Stability

With proven expertise in building and operating cloud environments for industries such as retail, finance, and manufacturing—including the SHINSEGAE Group—SHINSEGAE I&C guides businesses through every step of their cloud transformation to ensure stability in the AX era.

Consulting

Based on analysis, we identify the suitability of the cloud service and areas for improvement to design a tailored cloud conversion strategy for our clients' businesses.

- Cloud Consulting
- Cloud Migration
- Cloud Native Development/ Deployment

Cloud Service

We provide a range of services, from public and private clouds to hybrid and multi-cloud environments, as well as management services to ensure efficient operation and management.

- Private Cloud
- Public Cloud
- Hybrid/multi-cloud
- Cloud Management Platform

IDC Services

Leveraging a stable IT infrastructure, we provide diverse additional services for rack space, connectivity, operations, monitoring, and other value-added services.

- Co-location
- DR consulting and establishment
- Infrastructure diagnostic service
- Network service

Data Center

Located in Gimpo, Gyeonggi

Supplying Uninterrupted Electric Power Supply

- Tier III+ level, Power system and substation redundancy
- When a blackout occurs, uninterrupted power gets supplied through UPS & within less than 1 minute of turning on the generator

Below PUE*1.4 Energy Efficiency Level

- Loss-minimized air-conditioning (Hot/ Cold zone containment enclosed structure)
- Placed on high-level floor (5.9M), uses low-speed wind
- Advanced high-efficiency air-conditioning technology (maximizes use of outside natural air, integrated refrigeration device)

* PUE: Power Usage Effectiveness

Safe Premises

- Capable of withstanding 8-richter scale earthquakes, placed 8m aboveground to protect against floods
- Non-underground structure
- Equipped with fire suppression and containment systems

Business

Cloud

Enterprise Cloud for Enhanced Stability and Efficiency

We provide exclusive end-to-end cloud services for corporate clients, ranging from consultation, establishment, operation, and stabilization of cloud designs that suit the client's environment.

Build and Operate Cloud infrastructure

Public Cloud

We build and operate infrastructure based on public cloud and provide End-to-End services, including security and data management, to enhance business agility.

- Cloud consultation and design by experienced professionals
- Operation and management of public cloud infrastructure (24/7 infrastructure monitoring and management)
- Billing & cost management through a cloud management platform

Google

 Microsoft AWS Alibaba Cloud

Private Cloud

We provide customized private cloud services for enterprises, ranging from subscription-based services that reduce upfront investment burden to dedicate cloud solutions that can be designed without OS and software constraints.

- Dedicated Private Cloud Solutions(Nutanix HCI)
- Subscription-based Private Cloud | Spharos One
 - Diverse lineups including HCI, PaaS, and AI
- Private Cloud Infrastructure Assessment and Implementation Consulting

NUTANIX

 KOLON BENIT

Cloud Management

We provide integrated management of distributed hypervisors on a single platform. We analyze and assess systems operated in the cloud to improve visibility and maximize operational efficiency.

- Spharos CMP
 - Physical and virtual resource management, cost optimization, joint billing, marketplace, etc.
- AI-based Integrated Monitoring Platform
 - Full-Stack Observability for Infrastructure, Applications, and Security

 DATADOG

Cloud-Native Development

With a platform that maximizes cloud scalability, flexibility, and resilience, we provide a standardized methodology and integrate services across all areas of cloud service operation and management to enhance our clients' business agility.

Modernization

- Develop applications and systems optimized for the cloud environment.
- Enhance compatibility and agility through rapid updates and seamless deployments.
- Achieve cost efficiency with resource expansion/reduction.

DevOps

- Build CI/CD pipelines
- Collaborate in the development process and provide faster service updates and deployments through automation
- Increased service reliability with stable service operation

Business

Platform Service

Order, Payment & Customer Management Solution for Stores

We offer retail solutions that streamline store operations and enhance customer convenience — from diverse payment options and loyalty programs to mobile ordering and delivery. Tailored features for each store type enable easy adoption without the burden of high upfront costs.

POS

A SaaS solution with customizable features for any device or operating system.

Payment Service

- Credit/debit cards
- Mobile app cards
- Simple payments
- Tax refunds

Mobile POS

- Key POS functions for mobile devices
- NFC payments
- Recognition/Payment of barcode scanned products

Kitchen Order Display System

- Integrate the POS machine, smart orders, and the kitchen display system

Membership

A SaaS solution that provides membership functions for effective customer management and marketing activities.

Membership management

- Point accumulation
- Customer analysis
- Campaign management

Additional features

- APP-WEB supported
- Operation agency for customer center
- Personal data management support

Self-Checkout

Offers customers a fast and convenient checkout experience without any wait.

Hardware

- Self-checkout
- Kiosk
- Barrier-free kiosk
- * Height-adjustable, colorblind-friendly high-contrast mode

Payment Service

- Credit/debit cards
- Mobile app cards
- Simple payments

Additional Features

- Multi-language support (Korean, English, Japanese, Chinese)
- Verification for age-restricted products
- Touch keys for non-barcoded items
- Customizable to store type and size
- HW production support

Smart Order

This solution allows mobile orders and store pick-up features.

Order

- Pick-up or delivery
- Saved Favorites
- Options available for menu item
- Quick orders based on recent order history

Membership

- Integrated online/offline benefits
- Stamp point rewards, etc.

IT Service

Reinforcing Competitiveness with Digital Transformation

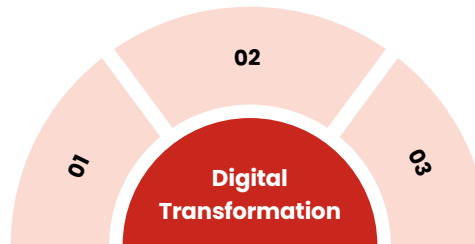
Our DX services enhance productivity and strengthen sustainable business competitiveness through cutting-edge digital technologies and extensive system development expertise that spans a variety of industries.

System Integration

- Customized system development and integration services tailored to client business needs
- In-house development and SAP S/4 HANA solution development

Business Planning & Consulting

- Digital transition strategy consulting
- Develop Information Strategy Planning (ISP)-based DX strategy



IT Operation

- System operation stabilization with an expert workforce
- 24/7 year-round control center
- Global development center



Cloud-based Development Platform

- Boost productivity using business components and modularization functions
- Improve operational efficiency with additional development
- Apply headless architecture



Tailored Know-how by Industry

- Gained industry-specific development assets from SHINSEGAE Group and external client projects
- Retail, fashion, F&B, Hospitality, construction, manufacturing, and services
- Offer standardized systems based on business components



Expert Group

- Group of experts with diverse experience and know-how in development
- PM-PMO, Architect, Data Analyst, Consultant, Developer
- Operate expert establishment/operational groups (e.g., SAP S/4 HANA)



Global Development Center

- Increase development productivity and achieve cost
- Established partnership agreement with FPT, the leading IT outsourcing company in Vietnam



Powerful Security

- Operate a 24/7 monitoring and control center
- Establish and operate security policies optimized for the client's system

IT Service

Platform Tailored for Businesses, Enhancing Work Efficiency

Our DX services enhance productivity and strengthen sustainable business competitiveness through cutting-edge digital technologies and extensive system development expertise that spans a variety of industries.

Retail Business Platform

We provide business solutions tailored to various types of transactions and company sizes in retail environments where transactional data, such as order and delivery information, is generated. Our retail business platform reduces human error and simplifies complicated tasks



goodMD

Integrated online and offline sales management platform

- Integrated sales management system for fashion & retail companies
- manage complex data generated by sales, purchasing, order placement, and distribution



Spharos Cloud EDI

Data integration and EDI exchange service

- Integrate data generated in distribution transactions (e.g., sales, orders, deliveries, inventory, etc.)
- Synchronize EDI to present standardized data of global partners, as well as affiliates, in a unified format for easy visibility and tracking



eCvan

- A data exchange service, processes orders and supply between retailers and vendors
- Registration and management of order, delivery, transfer, closing settlement, and products/stores

eCtax

- Solution for managing electronic tax invoices issuing, receiving, and archiving

Safety Management Platform | Spharos Safety

Spharos Safety is a safety management platform designed to respond to serious accidents, providing a comprehensive systematic process based on legal consulting. It goes beyond self-diagnostic checklists by classifying the system into two categories: "management," which is responsible for preventing serious accidents, and "staff," who perform the actual safety tasks.

Legally Compliant Consultation Design

- Minimized risk of legal violations
- Dual-structured system tailored to directors & working-level staff

Systematic Safety and Health Management

- Solid work execution and implementation check-up management
- Comprehensive support for frontline operations (e.g., report preparation, schedule management, risk evaluations, etc.)

Smart On-site Management

- Integrated management of various business sites
- Efficient site management in a mobile environment (e.g., risk evaluation considering all involved staff opinion, training attendance check, etc.)



Business

IT Service

Networks in the Age of Hyperconnectivity

Infrastructure

We provide the best network infrastructure solutions, covering fast and stable connectivity, enhanced security, and high operational efficiency. Based on network infrastructure tailored for our clients' businesses, we strengthen your business competitiveness.



Transmission Devices

- Multi-Service Provisioning Platform (MSPP)
- Re-configurable Optical Add-Drop Multiplexer (ROADM)
- Ethernet solutions (Carrier Ethernet)

NOKIA



Network

- Wired/Wireless networks (e.g., switch, router)
- Wireless Access Point (AP)
- Network management solutions

Hewlett Packard
Enterprise

Solution



System Monitoring and Framework

- System access management, account control, DBMS/WAS monitoring, integrated management service for weaknesses, etc.



Business Solution

- Bulk text messaging, e-documents, reporting tools, UI/UX, etc.

Business

Smart Infrastructure

The Convergence of Digital and Infrastructure, a Smart City Everyone Dreams of

Smart Infrastructure

We provide consultation, design, and construction services to our clients for introducing digital technology-based infrastructure to their large-scale stores, housing facilities, office buildings, logistics centers, manufacturing plants, and other facilities

Intelligent Building System

Building automation,
AV systems,
integrated security, etc.

Smart Home & Office

Energy management &
control, smart luggage, smart
conference rooms, etc.

Internet of Things (IoT)

Smart stores, IoT for safety,
smart farms, etc.

Smart City

This urban solution by SHINSEGAE I&C aims to achieve sustainable growth by addressing diverse urban issues caused by advanced digital technology. It presents urban models that enhance the quality of life.

- Design/Identify diverse services in mobility, energy, healthcare, governance, etc.

Information Security

Information Security Services Provided by Security Experts

We reduce the risk of regulatory violations in response to legal and institutional requirements, and safeguard corporate data assets from various security threats to which clients may be exposed in IT environments, such as servers, networks, DBMS, and cloud, to support business stability.



Information Security Consulting

We analyze security risk factors and design and implement a tailored security management system for our clients.

- Consulting for information security certification (e.g., ISMS, ISMS-P, ISO 27001)
- Personal information-related consulting (e.g., compliance)
- Designing a cloud-based next-gen security architecture



Information Security System Integration (SI)

We build information security systems tailored to individual corporate environments through inspections of ISP standards and ISMS security management systems.

- Work with the best security experts in the industry
- Establish a security system that can address issues in various domains (e.g., cloud, network, server, web, etc.).



Information Security Control

We provide 24/7, 365-day remote security control service to ensure secure business environments for our clients.

- 24/7 365-day and real-time security control service
- Prompt response to disruptions and breaches



Penetration Test

Penetration tests are conducted to inspect and address weaknesses in the corporate system based on credible hacking scenarios.

- Conduct web/mobile penetration tests and diagnose system weaknesses
- Dispatch skilled/senior experts with experience in large-scale service inspections
- Manage vulnerability history, and provide annual security reports



Physical Security

We safeguard the physical assets of our clients through access security, image security solutions, and more.

- Supply access control, video security, and fire prevention solutions
- Build AI image analysis-based control system



Industrial Control System Security

Operation Technology(OT)

We protect the availability of digitized facility systems for manufacturing, logistics, and other industrial sectors.

- Establish/Improve OT security management system
- Establish/Improve standards of facilities infrastructure

Business

Game·Device

Distribution Partner for Global Game & Device Brands

Game



- Distribute console gaming devices and UMPC
 - Nintendo Switch, Steam Deck, MSI Claw, etc.
- Plan, produce, and publish console package games globally
 - Neowiz's 「Lies of P」, KiwiWalks' 「Witch SpringR」, Team Tetrapod's 「Staffer Case」, etc.
- Game IP licensing business

Nintendo

STEAM DECK

msi

Device



- Smart devices (e.g., VR headsets, IoT devices, etc.)
- Provide activation services for wired/wireless communication and distribute mobile communication devices
- Home devices (e.g., home appliances, sound devices, etc.)

SAMSUNG



Meta

PICO

Business

Edu Platform

From Corporate Training to Skilled IT Talents Development

Spharos Academy

Spharos Academy is a corporate training platform that provides easy and convenient content creation, curriculum operations, and management.



Key Features

- Provides AI-based content recommendation and search functions
- Creates content with authoring tools and provides automated AI translation of overseas content
- Operates and manages LMS-linked and dashboard-based systematic curriculum
- Develops and operates corporate-tailored training curricula and programs

Learning Content

- More than 7,000 e-learning/book learning content covering job areas, IT, foreign languages, etc.
- Core competence training for day-to-day work
 - Retail Academy (e.g., customer/product analysis, etc.), Business Academy (e.g., conflict management, performance improvement, etc.)
- Statutory education

Public Education

- Plan and operate tailored curricula for SW talent development
- Support personalized job seeking activities (e.g., mock interviews, recruitment seminars, etc.)
- Major business areas:
 - K-digital training, K-digital basic competence training, SW Academy in collaboration with universities/corporations

University Education

- Provide tailored educational solutions for each university
- Develop educational platforms, plan/operate curriculum, produce educational content, provide academic admin services, etc.
- Major business
 - Official operator of IMBA program at SKKU Business School

Contact Us

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