

# iVend Retail

Enterprise Retail on Cloud

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## In today's fast-moving digital world things can quickly become obsolete. To stay ahead of the competition and continually engage shoppers, retailers must remain agile and quickly innovate.

Retailers are relying on an increasingly large assortment of technology and IT resources to remain connected to the shopper and deliver that consistent experience at every touchpoint. However, achieving operational flexibility while managing such complex operations is no small feat. Accordingly, retailers are looking to Managed Services that enable them to rapidly respond to changing consumer needs and more importantly reduce their IT overhead, so they are no longer locked in to outdated capabilities and can stay focused on business growth instead of worrying about the technology.

**iVend Retail is designed to enable business profitability, operational efficiency, and delivery of exceptional customer experiences, all with the flexibility to scale up or down as required. iVend Retail is Software as a Service (SaaS) with the inclusion of 24/7 support and comprehensive infrastructure and application management services that simplify head-office, back-office and customer-facing omnichannel operations.**

iVend Retail delivers complete retail management on Cloud with integrated software modules for Point of Sale (POS), mobile POS, customer loyalty, eCommerce, digital passes, and reporting and analytics with out-of-the-box integrations to SAP Business One, S/4 HANA, ECC 6.0, IS-Retail, Sage 300cloud and X3, Microsoft Dynamics 365 Business Central, and Magento eCommerce.



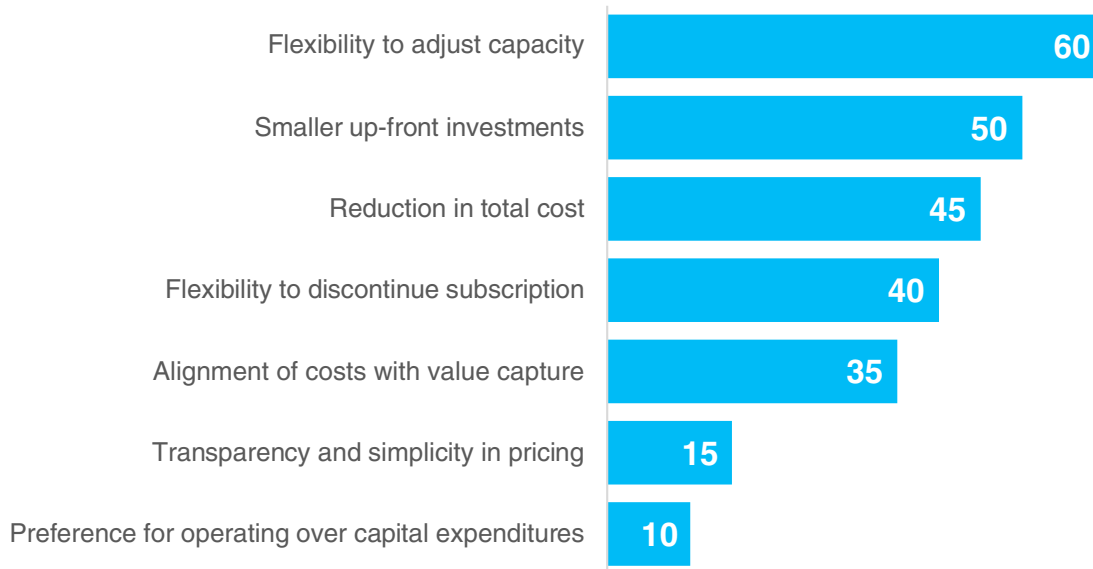
# Moving on Cloud

## What's driving Cloud adoption?

Retailers are rapidly adapting cloud technology to accelerate the delivery of business results. According to McKinsey & Company, flexibility and the ability to manage costs are the key drivers for subscription products.

### Top reasons customers cite for preferring subscriptions over perpetual offerings

% of responses (n=350)



Source: McKinsey & Company



## What are the benefits of going on Cloud?

Retailers are evolving traditional technology with innovative cloud solutions due to the enormous benefits. Instead of investing in infrastructure and resources in-house, retailers can now access it with much higher ROI.



**Low Total Cost of Ownership**



**Simple Pricing Offerings**



**Easily Scale Up or Down**



**Fast, Flexible Deployments**



**Technological Innovation**



**Predictable Cost Structure**



**Reduced Capital Expenses**



**Superb Security**



**Minimal IT Maintenance**

# How Cloud retail keeps customers happy

Retail changes as fast as customers' buying preferences; outlets open and close; retail businesses have to constantly innovate and ensure accuracy and agility.

Cloud technology is driving rapid transformation and helping retailers keep pace by enabling businesses to easily build the relevant capabilities that ensure a seamless brand experience. Cloud solutions are adaptable and make migration to new functionalities that make meeting customer expectations easier than ever.

With iVend Retail delivered on Cloud we focus on delivering comprehensive omnichannel retail management as a service, so you gain the freedom to focus on your daily operations and delivering exceptional customer experience.

- Gain **360-degree visibility** of your inventory and customer activity
- **Integrate online and offline shopping channels**, allowing customers to research, buy and - if necessary - return goods anywhere
- Enable **'Click and Collect'** or Buy Online Pickup in Store (BOPIS) functionality
- Leverage a **single stock pool and real-time inventory data** that enables sales of more inventory at full price, increases margins and reduces clearance markdowns
- Create **multichannel loyalty programs that incentivise** customers equally, wherever they shop
- Increase the product knowledge, **recommendations and guidance available to store associates**
- Offer convenient **mobile experiences in store** with engaging features that speed up service and sales transactions
- Access and **manage operations from anywhere**, check on sales reports and inventory status in any location that has an Internet connection



# iVend Cloud

iVend Cloud is a Software as a Service (SaaS) offering that encompasses the full capabilities of the iVend Retail omnichannel solution suite with fully managed services delivered via a hosted infrastructure.

iVend Cloud is hosted in partnership with Microsoft Azure, the largest and most secure cloud provider in the world with over 90 compliance offerings and data centres in more regions than any other cloud provider.

With iVend Cloud retailers gain a complete view of operations across the retail ecosystem from any Internet Browser, enabling them to remain more competitive and responsive to market fluctuations.

## On Cloud or Hybrid – deploy how you want

iVend Cloud delivers flexible and fast implementations empowering retailers to design and manage their retail IT landscape as they choose – all on Cloud or a hybrid Cloud infrastructure.

With iVend Cloud, you're never locked into a fixed number of terminal or mobile POS and can easily scale up or down as seasonality demands or add retail capabilities as your business needs evolve.

Even without Internet iVend POS terminals continue to operate and the replication engine maintains all data integrity. Stay apprised of system changes via a Replication Dashboard that displays the connectivity status of every POS terminal across your retail ecosystem.

## Data Security – from the ground up

Backed by a team of iVend Retail and Microsoft Azure experts, proactive monitoring, application and infrastructure management, and 24/7 Support is included with every iVend Cloud license.

We monitor your application landscape 24/7 for any unusual activity based on a defined set of policies and procedures to ensure corrective action can be taken if an issue arises. Detailed audit trails provide insights into performance of system health, unauthorised modifications to configurations and data, and origin of the impact.

Most importantly, you retain ownership and control of your transactional and customer data at all times.



# iVend Cloud

*iVend Cloud standard licensing includes:*

## Application Management Services

*Administration of the iVend Cloud application, including operation, maintenance, versions and upgrades by iVend Retail*

- Performance optimisation
- Application monitoring to ensure data integrity, such as:
  - Data quality
  - System availability
  - iVend application server health
  - Adequate storage
  - Clean iVend Retail integration queues
  - Audit error logs
- Deployment of patches, fixes and ensuring a stable environment
- Reliable environment with 99% uptime
- Issue resolution, on a priority basis
- Services extend to the test system, if applicable
- Option to maintain a test environment for quality assurance

## Complete Infrastructure Management

*Administration and upkeep of the iVend Cloud technology system by iVend Retail*

- Cloud clustering and high availability configurations for maximum throughput
- Monitoring system parameters such as memory, CPU and hard disc usage
- Daily backup with rolling 7 days backup on file
- Monitoring and optimisation of slow running queries
- System protection to reduce the risk of cyber data threats utilising secure and advanced antivirus and malware monitoring tools

## Outcome Oriented Support Services

- Level 1, 2 and 3 Resolutions
- 24/7 Web-based Online Portal
- ITIL based iVend Retail specific support framework
- Reduced business downtimes and minor outages
- Support365 Standard service offering is included
- Support365 Premium service offering is optional



**24/7  
Support**



**Proactive  
Monitoring**



**Performance  
Optimisation**



**Data  
Security**



**Reliable  
Environment**



**Remote  
Upgrades**



**Data  
Backups**



**Cloud  
Hosting**

# How iVend Retail supports sales-driving initiatives

Designed to meet the needs of today's omnichannel shoppers, iVend Retail is delivered on Cloud for fast, flexible deployment.

Add modules on an 'as needed' basis to access new insights and capabilities as your retail or hospitality business grows. By deploying iVend Cloud you gain the freedom to focus on business success, as we deliver complete infrastructure and application management for our solutions.



*Using iVend Retail on Cloud provides tangible business benefits:*

Benefit	iVend Cloud
Sales increase*	+5% to 10%
Net margin increase	+1% to 2%
Reduced inventory investment**	-10%
Reduced capital expenses***	-10%
Customer satisfaction increase	+20%
Reduced business downtimes****	-5% to 14%
Reduced minor business outages****	-20% to 23%

\*Due to BOPIS/Click and Collect, mPOS assisted sell

\*\*Due to single stock pool inventory management

\*\*\*Due to decreased hardware expenditures

\*\*\*\*Due to iVend Retail specific ITIL Framework

Source: iVend Retail Customer Performance



# iVend Enterprise

## Put data at the heart of your business decisions

Data drives success in omnichannel retail and iVend Enterprise is the central application controlling retailers' master data.

iVend Enterprise defines key statistics – including replenishment planning, promotions, gift cards, loyalty schemes and replicates information across the entire retail ecosystem. This module also collates sales transactions, refunds, returns and store credits to provide essential insights.

### Single Stock Pool

- One view of stock availability and location across the enterprise
- Reduces overall inventory costs and increases customer satisfaction
- Replenishment recommendations based on core metrics
- Sophisticated price management and promotions engine

### Connected Customer Experiences

- Enterprise-wide loyalty programs that allow customer segmentation
- Supports digital loyalty scheme passes across all channels
- Assisted selling services in all channels – which can easily add 5% to sales values
- Cross-channel visibility of all customer incentives to both staff and consumers

### Android Based Handheld

- Inventory solution designed to maximise retail profits
- Improve efficiency, gain visibility into stock and automate your hardest job
- Achieve more accurate stock counting and reports
- Improve transaction accuracy with real-time data validation

### Store Order Picking

- Pick list(s) for Special Orders, by Customer, by Fulfilment Type
- Actual picking using iVend Handheld terminal
- Real-time status update of picking – marked for picking, picked, etc.
- Options for partial picking, cancellation of pick list, delivery once fully picked
- Fulfilment from POS

### Replication Dashboard

- View replication information through any medium which supports an Internet browser
- View of activity and connection status of all stores across enterprise
- View and track replication status of any particular record for any store or POS
- View database size of each store to plan data maintenance activity



# iVend POS

Move beyond processing transactions, to empowering experiences that increase sales

Time is a shopper's most valuable currency, and iVend POS delivers a fast, dependable Point of Sale application for quick and convenient customer transactions.

Trusted by retailers in over 90 countries, iVend POS offers the choice of a touch-screen interface or easy-to-use keyboard, with minimal associate training required.

- Flexible configuration that's easy to implement
- Complete inventory visibility at the Point of Sale
- Payment processing with country-specific, integrated payment gateways
- Customisable promotions execution and gift card functionality
- True ONLINE/OFFLINE functionality; not dependent on an Internet connection
  - o Intelligent POS automatically switches to OFFLINE mode if connection is lost
  - o Replication Engine manages transaction queues, and maintains data and referential integrity even when not connected
  - o Replication Dashboard clearly indicates which POS terminals are not connected at any time



# iVend Mobile POS

## Transport your in-store environment via any mobile device

Delivering on customer experience today means stepping out from behind a fixed checkout and serving your shoppers wherever they are.

Empower store associates via any iOS or Android mobile device with access to all POS functions, so you can interact and transact with shoppers on the floor and process sales from anywhere in the store, or remotely.

iVend mPOS can connect to a store server or to the enterprise server via the Internet and can be configured for use outside the confines of the physical store and is ideal for pop-up stores or events such as markets, fairs and exhibitions.

iVend mPOS helps retailers reduce IT infrastructure costs for faster business expansion and easily scale up and down registers as seasonality or customer queues demand.

- Connect to iVend Enterprise or iVend Store over a 3G, 4G or an LTE connection for remote use
- True ONLINE/OFFLINE functionality; not dependent on an Internet connection
- Shorten lines at the till during peak times, to reduce abandoned purchases
- Easily access inventory information, product information and customer data
- Take service to your customer wherever they are, instead of making them come to you



# iVend Loyalty

## Build a loyalty program that keeps your customers coming back

True loyalty is based on shoppers' lifetime value to your business – not the cost of a single transaction.

iVend Loyalty allows retailers to reward customers for the way they shop in all channels, in a way that builds long-term advocacy. iVend Loyalty allows retailers to structure programs to fit the business model, creating multiple incentives across all sales channels.

Customers can also access their individual accounts via the iVend Loyalty portal, to review and redeem rewards — and can choose to provide more information in order to receive targeted and personalised offers from your business.

- Develop flexible loyalty programs configured around customers and product groups
- Increase targeting and timeliness of customer communications
- Incorporate service elements into loyalty schemes, not just points collection
- Create tiered levels of membership and automatically promote members according to a defined set of rules
- Capture customer data in all channels and leverage these insights to drive long-term and lifetime customer value



# Magento eCommerce Integration

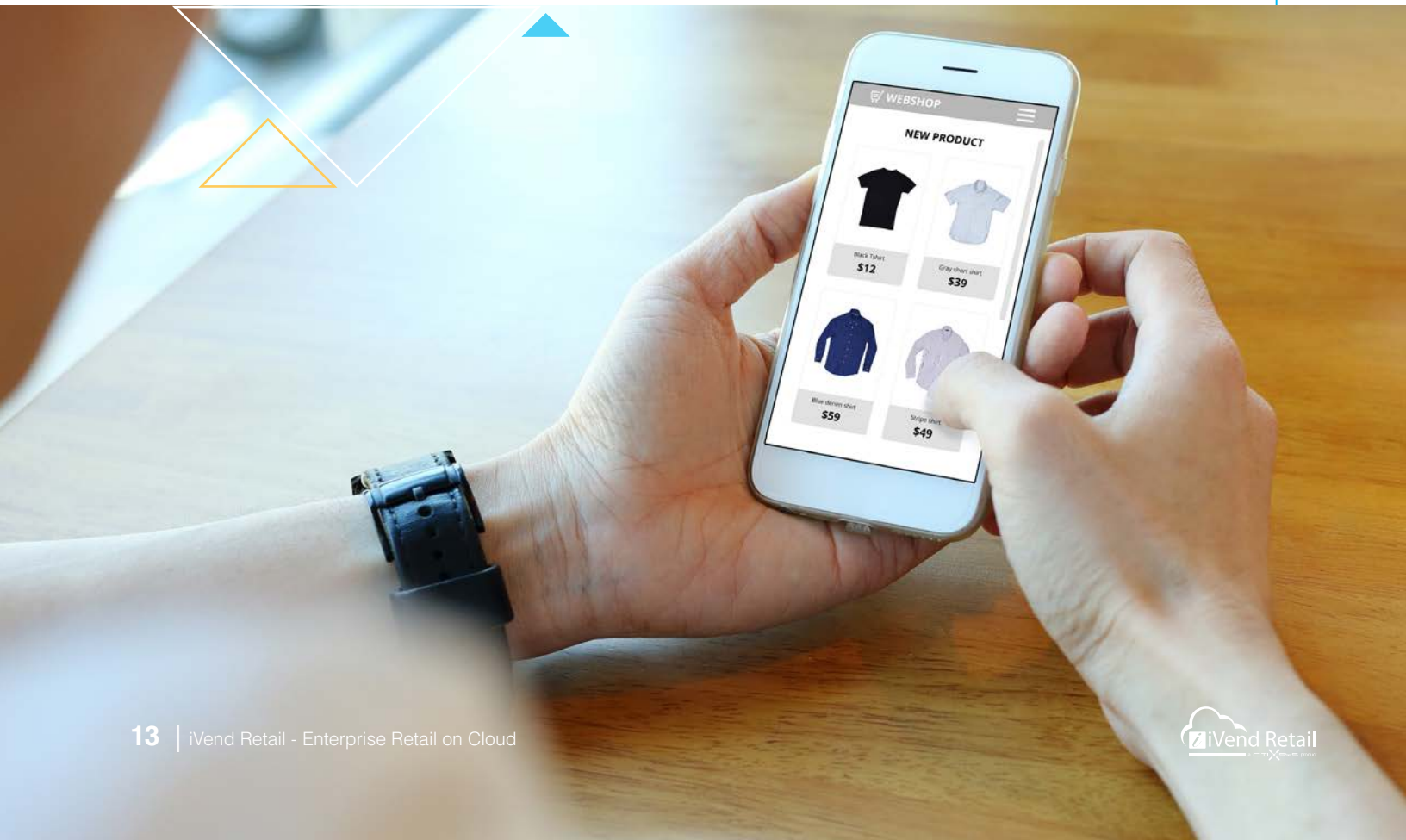
## Integrate your physical and digital channels

The growth of online shopping seems unstoppable – especially now that mobile commerce is generating fresh revenue opportunities; make sure you're positioned to capture these sales.

Selling online, selling on mobile and integrating to sell more in stores has never been so simple. iVend for Magento enables retailers to seamlessly operate across digital and physical sales channels. Robust platform integration ensures customer experience with your brand is the same wherever, whenever, and however, they prefer to shop.

All master data is maintained in iVend Retail which seamlessly communicates with Magento Commerce. This solves a major problem for growing retailers today and readily turns the vision of integrated omni channel into reality.

- Drive online traffic into stores for that in person brand experience
- Streamline sales operations and inventory visibility across channels
- Grow into new channels, geographies and reach new customers
- Sell online to both businesses and consumers all from an integrated solution
- Ensure customer orders are fulfilled economically and quickly
- Integrate Gift Cards, Loyalty Points, price lists and special price lists
- Enable 'Click and Collect' or Buy Online Pickup in Store (BOPIS) functionality



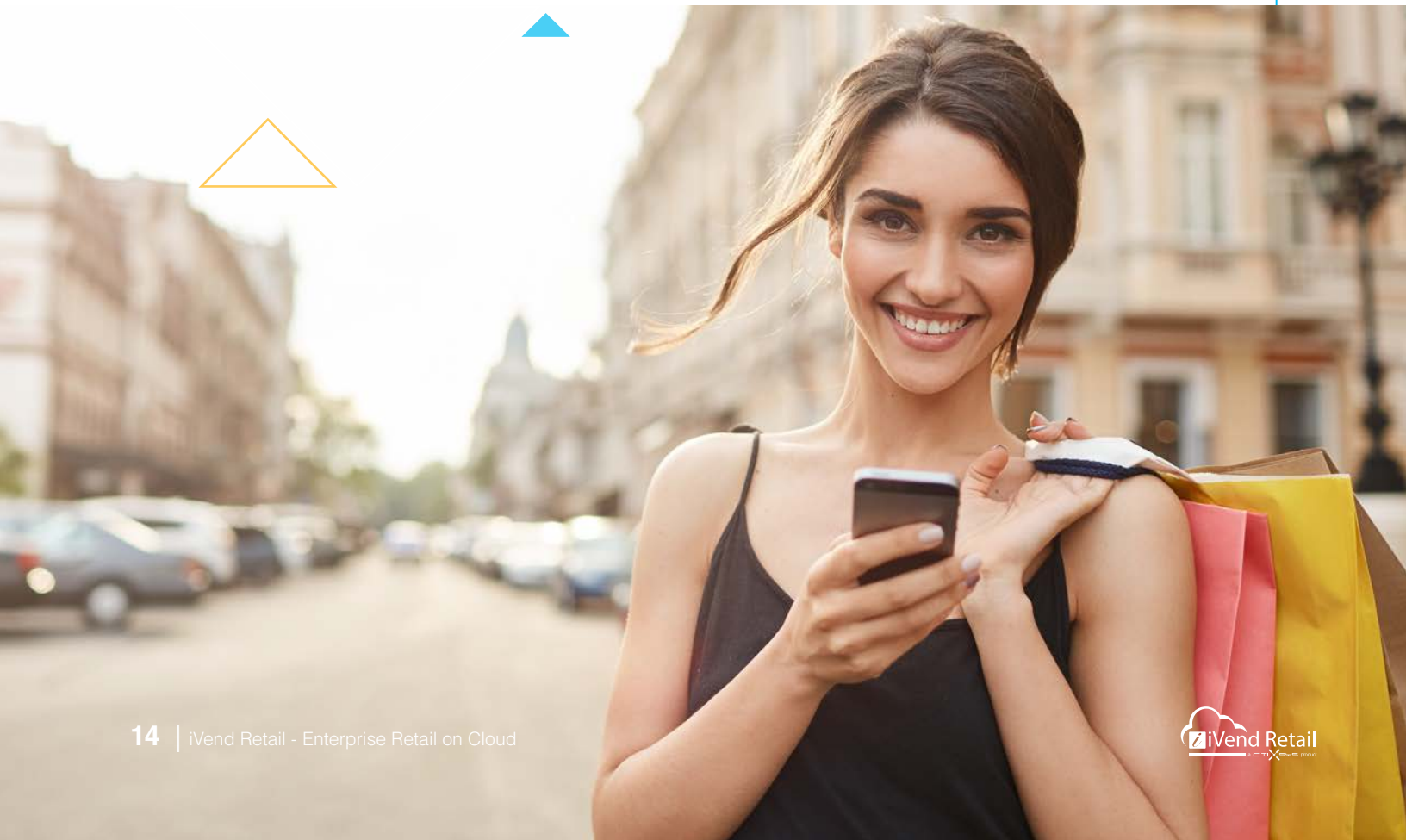
# iVend Passes

Send digital coupons, offers and loyalty cards to any smartphone user

Three quarters of consumers won't leave home without their smartphone, and it's becoming an increasingly important touchpoint in the retail journey.

In addition to browsing, buying and paying by smartphone, iVend Passes allow retailers to incorporate loyalty into the mobile environment. iVend Passes is a cloud-based subscription service designed to support a variety of mobile marketing initiatives directed right to shoppers' smartphones. Send passes that can be stored in the native digital wallet on a smartphone – like Apple Wallet or Android Pay – to be redeemed at any Point of Sale.

- Electronically distribute loyalty cards, gift cards, coupons as digital passes to customers
- Create your own digital cards and coupons to customise rewards offerings
- Enable customers to collect and redeem points across all sales channels
- Identify single stores or 'geo-fence' location to send targeted push notifications to shoppers in a certain area
- Connect more effectively with consumers in an environment-friendly manner

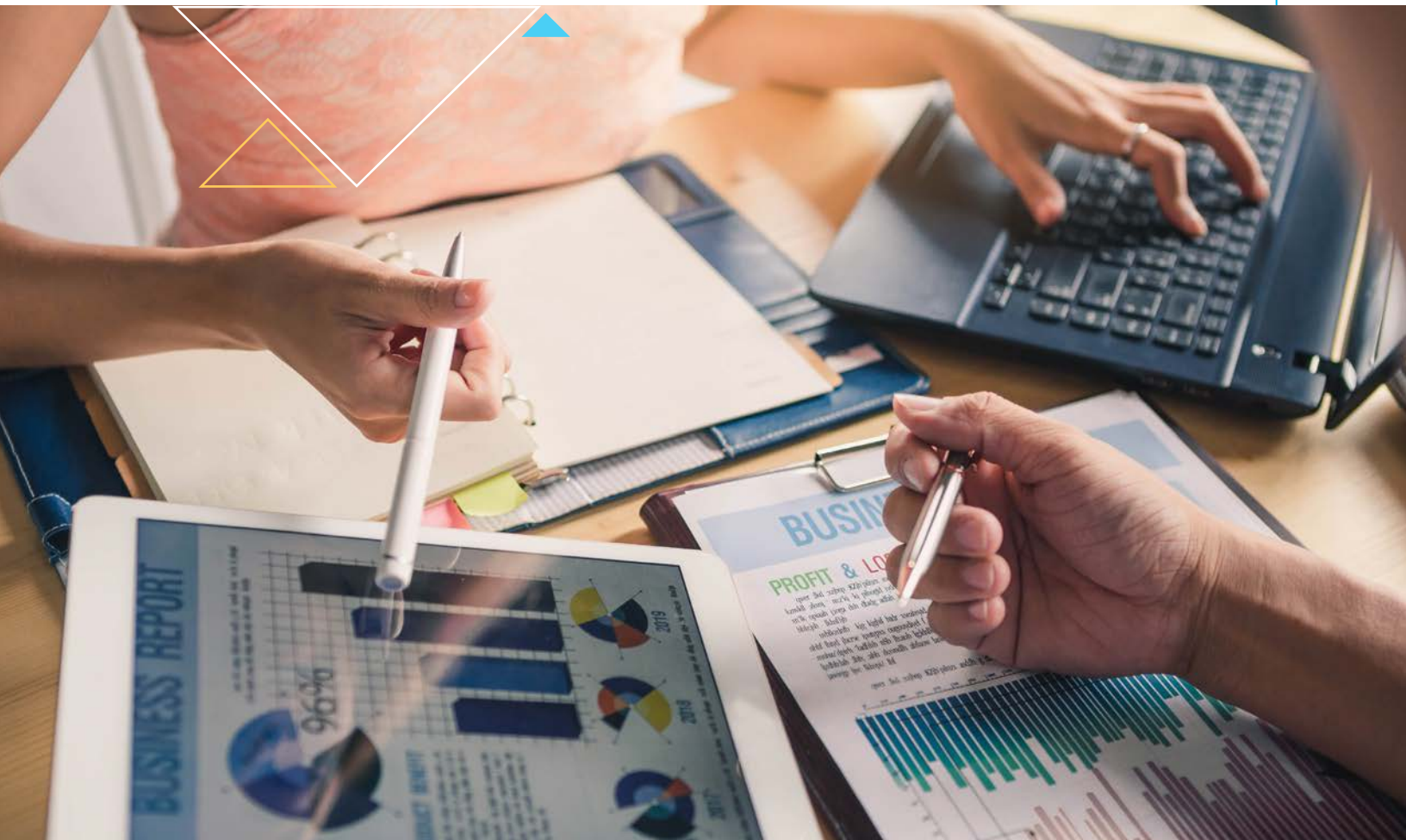


# iVend Reporting and Analytics

Gain actionable insights into your business performance

Identify trends from your total retail ecosystem, with iVend Reporting and Analytics. To drive maximum return on investment, iVend Retail provides a comprehensive Reporting and Analytics module that delivers meaningful data insights with visualisations of key data segments. Essential business intelligence is delivered on a single online dashboard, making it easy for businesses to generate customised reports or utilise 50+ pre-built reports with at-a-glance and drill-down views of your most important retail KPIs.

- Review the performance of products, product groups, customers, customer groups, promotions, channels and much more
- Quickly create reports that can be shared across the business to enable positive change
- Choose between standard and custom reporting tools for tailored feedback
- Compare and analyse historical and current data
- Evaluate individual stores, products and roles



# iVend Hospitality

## Optimise your food & beverage operations

iVend Hospitality provides a flexible and easy-to-use POS system to manage front of house operations, including split and partial bills, table management, servers, reservations and orders. Efficiently communicate with the kitchen to ensure correct and speedy customer order preparation. iVend Hospitality includes many advanced features such as Kitchen Order Tickets (KOT), KDS system integration, recipe and meal plan management.

iVend Hospitality is a fully integrated, restaurant management solution with a multilingual POS system designed to cater to the unique requirements of restaurants, bars, nightclubs and cafes of all sizes. The solution will improve your guest's appreciation and loyalty, reduce order and checkout times, create menu flexibility, decrease operational costs and allow you to focus on crafting a more unique dining experience.





# iVend Optical

## Complete optical Point -of -Sale software

iVend Optical is an industry vertical solution on the iVend Retail management suite designed for Retail Optical shops, Optometry Practices (with or without a retail dispensary), Retail sunglass stores and Ophthalmology clinics (selling RX eyewear).

Developed by a leading provider of omnichannel software solutions, iVend Optical presents easy to use tools to manage optical Point-of-Sale, frame and contact lens inventory, and business development activities. iVend Optical seamlessly integrates all business processes from the POS at store to the planners at the Head Office lowering the overall cost of operations and simplifying expansion to help your business bring the bottom line into focus with increased profitability.

iVend Optical is intuitive to work with, even for non-technical roles, providing store owners with visibility into product and store performance, schedule and manage appointments with patient notifications, and allows retailers to easily distribute targeted customer promotions.



# Integrations

## Combine the Power of iVend Retail and your ERP

The dream of enterprise retail management and resource planning operating in flawless harmony, sharing data, providing unparalleled insight into business operations and inventory, without needing an IT army to make it happen, is possible.

iVend Retail is enterprise retail on Cloud designed specifically to make ERP integrations seamless. iVend Retail can be integrated to any standard business management solution through interoperable APIs and offers out-of-the-box integrations to leading ERP applications to help retailers optimise data and gain visibility across corporate, subsidiary and supplier locations, simplify key processes for rapid scaling and access valuable insights for smarter business planning.

*Which ERP are you running? Sage, SAP, Microsoft Dynamics, or any of the other thousands of software systems out there? iVend Retail integrates with all of them.*



## Integrated Retail — Out-of-the-Box

Let iVend Retail handle the work of integrating your retail systems to transform your entire business from a conglomerate of disparate systems into a seamless, synergistic retail ecosystem.

- **Gain visibility into inventory** to allow for business expansion into new channels and markets
- **Unify analytics and reporting** to increase efficiency in business processes from scheduling to purchasing
- **Improve customer service**, online and in-store, helping you to deliver the customer experience your shoppers expect



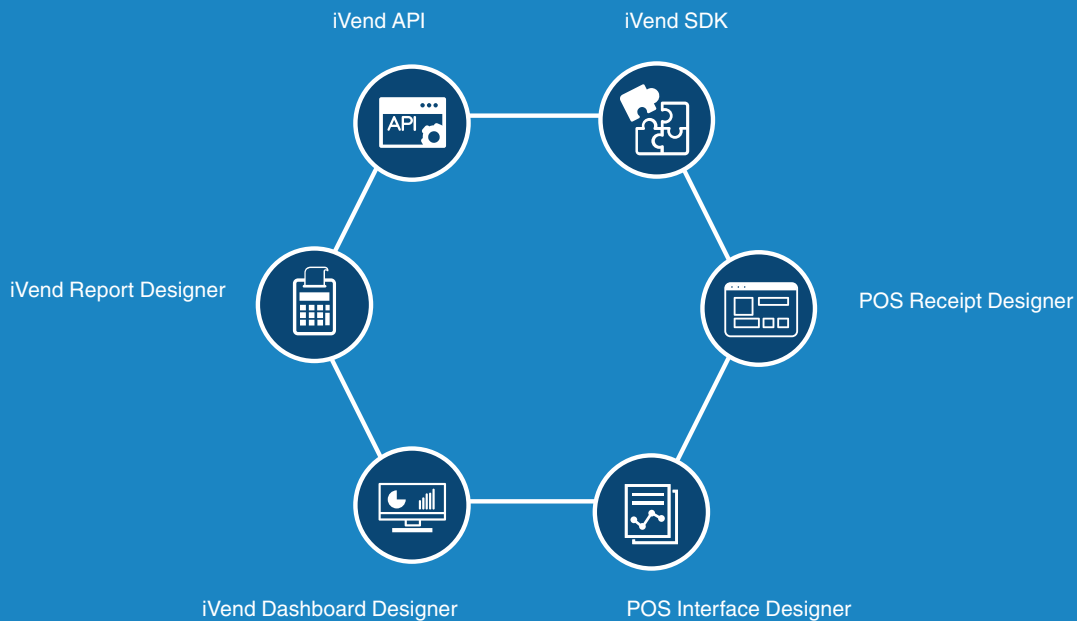
# iVend Extensibility

## An Add-On Framework for Ultimate Control

The beauty of iVend Retail is its flexibility; the software modules integrate across stores (pop up or permanent), online, and mobile sales channels. More importantly, the system can be configured for retailers from mid-sized to growing large enterprise retailers and for multi-geography chain stores and franchises.

iVend Retail allows for significant extension of its capabilities, without major rewriting of code or changes in its basic architecture. iVend Extensibility provides an Add-on framework to facilitate programmers to enhance and extend the business logic of the application to accommodate new business requirements.

- Extend UI (User Interface) Layer, Business Logic, and Business Rules
- Create User Defined Fields (UDF) and User Defined Tables (UDT)
- Override events easily for most of the application activities
- Publish Add-ons and prioritise execution
- Leverage easy-to-integrate APIs
- Integrate with any third-party Payment Processor



Retail changes as fast as consumers' buying preferences; outlets open and close; reach out to us today if you're ready for software and infrastructure that helps you keep pace.



## About iVend Retail

iVend Retail by CitiXsys delivers enterprise retailing on Cloud. Our SaaS solutions empower retail and hospitality chains to provide exceptional customer experiences throughout the entire shopper and dining journey. iVend Retail covers infrastructure and managed services for head-office, back-office and customer-facing operations with software modules for Point of Sale (POS), mobile POS, customer loyalty, eCommerce, digital passes, retail reporting and analytics with out-of-the-box integrations to Magento Commerce, Sage 300cloud and X3, Microsoft Dynamics 365 Business Central, SAP Business One, S/4 HANA, ECC 6.0 and IS-Retail. Our suite of solutions is available through a worldwide network of certified partners.

For more information, visit [iVend.com](http://iVend.com) and follow us [@iVendRetail](https://twitter.com/iVendRetail) on Twitter and [CitiXsys-iVend Retail](https://www.linkedin.com/company/citixsys-ivend-retail) on LinkedIn.



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