



White Paper

Choosing the right ERP solution
for your retail business

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1. Executive summary

A great deal of retail business management today involves dealing with changes. The customer demands change; product manufacturers innovate; sales strategies grow and develop. Historically, retailers were reluctant to trust their dynamic businesses to static, inflexible ERP systems, but that trend is changing, and there are plenty of good reasons why.

The explosion of ERP software in the 1990s was gladly welcomed by many industries, but retail businesses found it too cumbersome and costly to put all of their business processes in a monolithic business management system.

Despite those early perceptions, ERP systems have dramatically grown since then. Today's ERP is all about flexibility and can be tailored to work in the retail sector with great success. Moreover, ERP systems today are scalable and can grow with a business, whether that business has a brick-and-mortar shop, an online store, or both. In one way or another, most of today's businesses are connected, even if they are small, and that means the customer base is larger, the contacts are more diverse, and the inventory is more complex.

More than ever, retail shops need to stay on top of customer data, sales trends that develop over time, supplier information, product availability, inventory costs, and much more. All of that data needs to be collected together and synthesized into a working, productive system. **Retailers can then spend less time worrying about whether or not their business process is working and instead focus on how to improve one they actually know already is.**

This paper attempts to highlight the key strategies, issues and customer trends which retailers today experience and, with that platform, look at what the key differentiators need to be to drive an integrated and effective Retail ERP platform. It is not as easy as one may assume, as formats and categories behave in unique ways and therefore flexibility, scalability, data and accurate customer and category information are going to be key success factors in getting the model right.

Flexibility, scalability, data and accurate customer and category information are key success factors.



2. Five dimensions of retail strategies today

In order to understand the needs of retailers, we first need to understand their basic approach to strategy formulation. Below is a broad view of how most retailers drive their business across five key strategy pillars.

2.1 Customer leadership

- Loyalty programs
- Exceptional customer service
- Creating customer value (beyond just price)

2.2 Product and category excellence

- Ranging and merchandising efficiency
- Availability and out-of-stocks management
- Effective space management

2.3 Delivering operating and supply chain efficiencies

- Store format development
- Store efficiency and process management
- Capex, inventory and stock management
- Distribution and supply chain efficiency
- Finance, cash flow and IT systems integration

2.4 World-class people development and capability

- Leadership and organization structure development
- Employee engagement programs
- Skills development and highly driven performance cultures

2.5 Supporting a sustainable, community driven future

- Responsible citizen
- Sustainability points and scorecards
- Waste, community upliftment, CSI

3. Customer channel segmentation

Retail is characterized by a broad mix of categories and formats. Understanding these differences is critical to designing effective, scalable and flexible ERP systems. Some retailers like department stores and big boxes will carry a wide variety of categories while Specialty stores may focus on one particular category. This depends entirely on individual market conditions, demand and consumer needs.

3.1 Retail product categories

▪ Food products and non-consumables

Produce, Bakery, Meat, Fish, Deli, Hot Food, Dairy, Fresh Foods, Perishables, Convenience Meals, Frozen Food, Edible Grocery, Non-Edible Grocery, Health and Beauty, Toiletries, Household, Liquor, Wine, Tobacco

▪ Medicines

Dispensaries, Over The Counter and Prescription Medicines



▪ **Hard goods**

Appliances, Electronics, Furniture, Sporting goods, Toys, Audio Visual, Hardware, Developing and Printing, Cellular, Electrical, Stationery, News, Magazines, Home Décor, Outdoor, Computers

▪ **Soft goods**

Clothing (Mens', Ladies', Kids', Babies'), Footwear, Bedding, and other Fabrics.

3.2 Store formats

On-Trade Retail	Off-Trade Retail		Online Retail
	Definition	Informal Retail	
Restaurants	Department Stores	Mom-and-Pop	E-Tailers
Bars	Discount Stores	General Dealer	App Stores
Clubs	Hypermarkets	Vending Outlets	Coupon Stores
Hotels	Wholesalers	Pop-up Retail	
Taverns	Warehouse Stores	Store-within-store	
Entertainment Venues	Co-Ops		
Franchise Food	Big Box Stores		
QSR	Convenience Stores		
Take-Aways	Supermarkets		
	Specialty Stores		
	Liquor Stores		
	Pharmacies		
	Malls		

Each one of the store formats and category profiles would need a specific and tailored strategy. Focus and scalability here are critical.

4. Key issues facing retailers today

Retail is a very broad and diverse industry. It encompasses many sectors and ranges from very small operations to the largest international businesses. The multiple formats and very different category spreads do make it somewhat daunting to understand. However, the broad processes and issues faced by most retailers are not vastly different.

In the past year, leading retailers were faced with:

- Increased demands placed on pricing and margins as customers felt the effects of the various credit crunches over the past few years.
- The continued emergence of new shopping patterns as consumers increasingly seek to interact with the retailer through a variety of touch points from mobile phones, websites, social media platforms and informal store environments, referred to as multi-channel retailing. There is now huge pressure to introduce processes and technology to capitalize on cross-channel shopping across key customer touch points. However product-focused, silo structures have made this very difficult to manage over the past few years.



- The increasing use of new technologies by consumers and employees in the actual retail workplace.
- Balancing the need to deal with continued budgetary pressures and the increasing need to grow the business at the same time. Gross margins are under enormous pressure at the moment.
- Online access to information such as prices, promotions, stock availability and store location has put customers in greater control of the shopping process.

5. Key areas where ERP software providers can differentiate themselves

5.1 Trends

The major retail trends from 2011 will continue in 2012, perhaps even through to 2015, with customer-centricity, cross-channel shopping and globalization being prevalent. **Monitoring key trends in retail business and technology is a mandatory part of an evolving retail strategy. As the pace of change (in terms of new technologies, new markets and new service offerings) continues to accelerate, retailers need to be in a position to understand trends as they affect their businesses.**

It's true that today's mobile and digitally empowered consumers are increasingly calling the retail shots. With more information, more options, and greater expectations than ever before, they want a highly personalized and value-driven retail experience that delivers consistency of service, ease of interaction and real-time information - regardless of which or how many channels they engage with.

Alongside being open for business whenever and wherever customers want to shop, a retailer's ability to earn its customers' business and loyalty increasingly depends on knowing the customers' individual preferences - when they want to buy, what they want to buy, and what price they are willing to pay. But that's just the start. Maximizing retail performance also depends on the ability to fine-tune the balance between choice, product availability, and inventory cost - especially in fast-moving arenas like fashion retailing. And when it comes to delivering seamless cross-channel customer order management or maximizing inventory management across multiple channels, information and timing are everything.

Achieving success in today's highly connected multi-channel retail world requires tremendous agility, enabled by a dynamic operating environment. But to 'join up the operational dots' and become truly integrated is a serious technical challenge for many retailers in terms of process and data flows - especially when it comes to integrating the spaghetti soup of systems controlling individual channel and operational functions.

To resolve the integration challenge, retailers are taking a fresh look at Enterprise Resource Planning (ERP) as a means of gaining that all-important 'single version of the truth' that comes with the achievement of gaining central control of critical operations and seamless connectivity with consumers and suppliers.

Until now, ERP has had a mixed reception in the retail sector. When the first commercial ERP software packages exploded onto the market in the 1990s - promising to integrate all data and related organizational

Ultimately, ERP will need to deliver deep integration from the online and on-premises stores to merchandising, supply chain and financial processes across the retail organization, making it possible for retailers to gain 360 degree visibility of the consumer across every channel and take customer-centricity to a new level.



processes into a single, unified information system – ERP acquired a reputation as an unwieldy monolith that was unsuitable for retail, being inflexible, costly to implement and complex to operate.

With the ability to tap into the huge reserves of sales data generated across all channels – such as customer demographics, sales by season, color preferences – retailers can better align products and services and even loyalty schemes to customer preferences while responding faster to changing demands. In addition, ERP makes it easy to review issues around service, price and availability and can be frequently and easily targeted to customer preferences.

5.2 E-commerce and multi-channel retailing

Multi-channel retailing has been a key growth area in 2011 as retailers look to upgrade e-commerce platforms, multi-channel infrastructures and application strategies that deliver a seamless cross-channel shopping experience across the various touch points. This has been extremely difficult to get right as many of the channels are run by separate departments and integrating these has not been easy over the past five years.

Consumers now expect retailers to provide a consistent experience across all channels in which the retailers have customer-facing operations, that is, in traditional channels (such as the store, the web and promotion catalogs) and emerging channels (such as mobile). As e-commerce and mobile channels become more integrated with the overall retail experience, many retailers are re-evaluating and reforming policies that drive pricing, promotions and channel revenue attribution models, such as factoring in 'interchannel' methodologies for supplier rebates and channel performance metrics.

A big opportunity, looking forward, is the adoption of a mobile payment facility. The revenue potential of a mobile commerce application for the retailer is twofold. In addition to the potential revenue generation from mobile application transactions being far cheaper than traditional credit card transactions, mobile commerce will contribute heavily to the multi-channel shopping experience. We expect consumers to use mobile commerce applications to look up prices and availability, but often make the actual purchase in the physical store or even online from a home computer. Retailers should factor all these revenue-generating opportunities into their mobile-commerce (m-commerce) strategies.

Cross-channel shopping is gaining traction as consumers increasingly move fluidly among brick-and-mortar, e-commerce and m-commerce channels. As that trend evolves, consumers will demand consistency across channels for merchandise, promotions, and terms and conditions. It will be up to retailers to weave these multiple channels into one seamless and pleasant customer experience. Location-based services will also play a major role, enabling people to explore the real world using smartphones' high-accuracy location technologies and context-aware services while also connecting to the virtual world.

It's about delivering a seamless cross-channel shopping experience across the various touch points.

5.3 Customer experience

Customers are turning the current retail model on its head by redefining and customizing the way in which they engage with retailers. Shoppers have taken greater control of the shopping experience by embracing social networks and virtual communities to access information that influences their purchasing decisions.



Retailers need to deliver to their wants and needs in a flexible and personalized way. However, to ensure success, retailers should not lose their focus on the basics of retail.

Social technologies make it easier for consumers to familiarize themselves with products and services before shopping in any of the retailer's sales channels, which means they may often make purchasing decisions without any contact or intervention from retailer personnel. This heightens the importance of the retailer executing all the steps correctly and efficiently prior to the sale. This will certainly affect go-to market strategies and how retailers advertise to shoppers in the new era of consumer marketing.

Frontier-era general stores supplied all the products customers couldn't make or harvest for themselves. Merchants' inventory was based solely on local demand – different product lines in cities than in agricultural communities and customers thrived in a one-to-one marketing environment.

By the mid-1900s, big-box retailers and mass merchandizing began to change these relationships. Manufacturers controlled the supply chain, using historical sales data (buying patterns) to push products out to retailers' stores. Print and broadcast media influenced customers' buying decisions.

Barcodes and scanning technologies momentarily shifted supply-chain power back to the retailers. Global retailers like Walmart and Tesco warehoused and mined data from their own stores to drive product flow, depersonalizing their relationships with customers.

Now, with the rapid deployment of the Internet, social networks, and smart phones with countless apps, customers can shop anytime, anyplace and anywhere in the world. They can find a competing store's lower price from wherever they're standing – even from inside your own store. The individual customer has seized control of information to make buying decisions. This modern customer is street-smart, economically and environmentally focused. They not only want to be heard, they want to see that retailers are really listening.

5.4 Store operations

The store does not operate in isolation, and is a key part of multi-channel retailing for most large retailers. Investments in the store channel will continue to target the basics of stock availability; good service delivery at all points in the shopping process (whether assisted or self-service); secure, hassle-free transactions at the point of sale; and relevant deployment of well-trained labor.

Retailers must optimize the store's infrastructure to integrate with the multi-channel environment that exists today (and will in the future). This means that retailers must integrate front-end and back-end processes and technologies in the store with those of its other channels. Retailers will need to optimize the infrastructure across all the channels to execute a robust multichannel strategy in the store.

This will involve using cross-channel CRM initiatives, including cross-channel loyalty and promotions, planning cross-channel merchandising and cross-channel buying, and executing cross-channel supply chain fulfillment.

Nowadays customers often make purchasing decisions without any contact or intervention from retailer personnel. They can shop anytime, anyplace and anywhere in the world.



5.5 European retailers integrate CRM software with ERP systems and social CRM

Whether they are bricks-and-mortar boutiques, large chain stores, or online e-tailers, retailers in Western Europe are attracting shoppers through smart inventory choices and competitive pricing, coupled with sophisticated customer relationship management (CRM) software technologies often tied into social media strategies.

Perhaps never before have consumers faced so many choices. Online retail across 17 of the largest European Union markets in Western Europe is expected to reach €114 billion by 2014, with 190 million Europeans shopping online in that year, up from 141 million today, according to Forrester Research. In fact, e-commerce in Western Europe will grow at about 11% a year, slightly ahead of the United Kingdom and the United States, two mature markets, the research firm said. "Much of the overall retail sector's growth in both the U.S. and the EU over the next five years will come from the Internet," said Sucharita Mulpuru, vice president and principal analyst at Forrester. "To maximize that growth, e-business professionals will have to help enable a multi-channel strategy that responds to consumers' increased desire to hop between the offline and online worlds and their increasing mobile and social behaviors. The retail innovators over the next five years will demonstrate customer enablement across all touch points, not just via a PC-based Web browser." In the U.K., online retail will reach €40 billion by 2014, with 40 million online shoppers, up from 31 million in 2010, the researcher said. Today, 48% of British consumers go online to make a monthly e-commerce purchase – the highest percentage in Europe – compared with 32% across the rest of the continent, according to Forrester.

Leading British retailers such as Argos and Next Retail have integrated their channels in search of a seamless cross-channel customer experience to help drive substantial sales growth. To truly accomplish this cross-channel customer experience, however, retailers must also address, and conquer, the back-office, integrating multiple technologies such as point-of-sale, accounting, inventory, human resources and marketing with mobile and social media, among others. "In addition, CRM systems are very popular in the retail industry; every successful company in the sector uses this type of system to analyze customer behavior and predict sales," said Jan Ondrus and Yves Pigneur, both of the University of Lausanne in Switzerland, in their report, titled *Coupling Mobile Payments and CRM in the Retail Industry*. "Consequently, with the collected data, retailers can offer personalized offers and coupons to consumers who are members of their loyalty programs."

CRM systems, along with enterprise resource planning (ERP) applications, content-management systems and collaborative technologies, are some of the hottest areas of software technology investment focus for Western European retailers, said Ivano Ortis, EMEA research director for IDC Retail Insights. Western European retailers' modernization road maps are expected to encompass the IT infrastructure, back-office systems, and front-end applications, including store systems and multi-channel selling platforms, IDC predicts.

These retail operations do not, however, plan to create these new infrastructures themselves. Rather, they are increasingly turning to outsourcing providers for hosted enterprise IT systems and Software as a Service (SaaS) CRM delivery options, IDC said.



5.6 CRM and loyalty

Customer-centric retailing practices remain a hot topic with large retailers that are constantly seeking new ways to use the power of analytics to grow their businesses. Creating the optimal offers to send to targeted customers – using analytics and other data sources to predict customer behavior – and customer loyalty remain top priorities.

CRM is becoming more complex with the increasing influence of social communities and multi-channel retailing, but still remains one of the keys to retail success if done correctly.

5.7 BI and analytics

BI and analytics remain very important for retail. Retailers vary widely on how well they have evolved their capabilities from the 'basics' to advanced areas of BI and analytics. This move from basic implementations to more advanced tools has been, as discussed above, due to the need for retailers to cope with increasing amounts of consumer data in the multichannel environment.

Deloitte Consulting predicts that U.S. and western consumers will begin to spend more slowly, be more value conscious, and avoid discretionary spending. Even with slower overall market growth, the firm suggests retailers can continue to build market penetration through:

- Disciplined brand management
- Improved customer experience
- Differentiation from competitors without ruinous pricing competitions

The challenge for retailers is to track, process, and manage far more data points than ever before, and then to make educated business decisions based on that data. When you introduce the Internet, mobile devices, and social media, the information about the buyer, the process, and the experience all become important for 'meeting customers where they are' and providing them with the merchandise they want in the way they want it. Of course, tracking how various age groups or demographics behave also provides valuable information for adjusting inventory and marketing strategies. Analytics help retailers to meet demand, structure compelling offers, and choose the most effective communication channels.

Most importantly, whatever tools are used to track, process, and utilize analytics, they must be integrated with the overall enterprise system and incorporate well-considered business practices. Too often these aspects of integration are neglected, leaving retailers with lots of great data they can't figure out how to use, or an expensive system that doesn't pull useful information at all. Savvy retailers make sure they have the right technology and business practices in place to pull relevant and accurate data, and then act on what the data tells them.

Analytics help retailers to meet demand, structure compelling offers, and choose the most effective communication channels.

5.8 Using business software technology to meet customer demands

Keeping the right products in inventory, and not wasting unnecessary resources on unwanted items is critical to the success of any retailer or distributor.



Using e-commerce with integrated CRM systems, plus up-to-date information about inventory, pricing and availability, will help keep online and offline aisles buzzing and registers ringing.

Retailers are tapping CRM software systems to improve customer communications via social CRM tools and methods. Social media adoption in Europe continues to grow, with 68% of online Europeans now using social technologies each month, up from 61% in 2009, according to Forrester.

"Retailers today face a multitude of challenges: a tough economic climate, channel blurring, consolidation, need for differentiation, multi-channel growth, and of course, increasingly empowered social consumers," according to the British company. "Consumers today have more shopping choices than ever and they don't hesitate to share opinions about their shopping experiences with others on blogs, Twitter, forums, and more."

5.9 Retail CRM solutions become more specialized

Retail and distribution is such a broad, huge market that some CRM software developers have drilled further down, specializing in specific niches within the broader category.

Raymark, which recently opened a new office in Spain and its second branch in France, offers CRM solutions targeted at apparel, footwear, jewelry, cosmetics, sporting goods, specialty, and hard goods sellers.

With niche-oriented CRM retail systems, deep functionality and integration can become more complex. Retail CRM systems often include complex pricing and promotions capabilities, as well as sophisticated discounting scenarios, loyalty programs and RFID and bar-code scanning to augment order-management procedures. In addition, retailers want CRM solutions that support real-time integration with point of sale (POS) systems, either legacy or new, as well as supply chain management (SCM) systems. On the distribution side, CRM systems should interact seamlessly with ERP applications, SCM and warehouse systems to enable consistent, accurate and real-time inventory information, organization-wide.

It may be more difficult to separate consumers from their money, but at no time has it been more important for retailers to enter shoppers' living rooms. Using e-commerce with integrated CRM systems, that knowledge of buyers' habits and preferences, plus up-to-date information about inventory, pricing and availability, will help keep online and offline aisles buzzing and registers ringing.

6. Critical success factors in merchandizing, pricing and supply chain

Demand planning, efficient supply chains and inventory controls are critical to the success of any retail business. Areas that need special attention are:

- Effective replenishment plans that balance inventory, service, and brand strategy
- Advanced forecasting methods and multi-level replenishment across the supply chain
- Speed and accuracy



Consumers want a highly personalized and value-driven retail experience that delivers consistency of service, ease of interaction and real-time information.

- Monitoring key performance indicators, defining the criteria for alerts and notifications for better visibility on a daily and even hourly basis
- Optimizing supply chain risk management
- Ensuring product availability and cost-efficient merchandise flows
- Tailored mix at each store location to ensure optimal sales and gross margins
- Identify the best combination of everyday prices
- Leverage shopper demand patterns
- Seasonal replenishment
- Order allocation to stores, invoice matching, price setting, margin analysis
- Space planning
- Category management
- Markdown optimization

7. Top ERP system needs from a retailers' point of view

7.1 Ability to connect to customers, seamless cross-channel interaction and flexible payment systems

Cross-channel and multi-channel capabilities need to deliver “personalized” convenience and transparency across all channels. Customers need to buy, pick up, return, or replace—on their terms. As discussed, support for social and mobile commerce means you can offer promotions, discounts, or coupons targeted to devices or social networks and create new opportunities for customer engagement. Improve the customer experience while optimizing in-store processes with intelligent deployment of systems.

Retail management software solutions must help you improve efficiency and gain a single view of the customer. Benefits of this will be:

- Better conversion rates across channels
- Higher customer and basket spend
- Greater customer satisfaction
- Better stock coverage and improved service levels
- Lower store labor costs
- Increased EBIT/operating income

7.2 Complete visibility and traceability of handling units along the supply chain

The ERP systems and technologies must be used to automate and optimize end-to-end processes – generating a tremendous benefit for businesses and customers. As a result, clear, simple visualization of in-store stock and automatic replenishment processes must be realized in the near future.

In an environment where there may be numerous suppliers and large quantities of items, the system will need enhanced data maintenance functionality. Systems must allow for importing of supplier files and automatic calculation of retail price (obviously according to shop specific rules). Accurate setting of purchase and retail prices in advance (useful



for shop sales or end-of-year price changes) and the better systems will keep a history of price changes so that users can see the effect of changes.

Integrating front- and back-end systems is a must. Historically, ERP systems were built for the back office and retail systems were built for the counter. If your requirements are such that you need a best of breed for the front and for the back office, you must give considerable thought to the interfaces between both systems.

7.3 Pricing agility

There are a multitude of pricing possibilities in the retail sector: volume and value discounts (if one buys over a certain amount); BOGOFs (buy one and get one free); 'two-fors' (buy two items for a certain price); marking up or down from a supplier-suggested retail price and so on. Also, while most systems are set up for the scenario where customers are strictly retail and pay immediately for goods, there are certain retail environments where customers are treated as debtors. To accommodate this, systems need to incorporate a debtor's ledger and the pricing system may also have to include customer and customer group discounts.

7.4 Deployment agility, price and scalability

Price is no doubt the biggest issue for many businesses and could be a strong benefit of the selected ERP solution moving forward. Deploying on-premises or with partner-hosted cloud solutions that may reduce your upfront investment and be highly scalable and compatible with the technology you already use, so that it delivers long-term value without high costs down the road, will be the critical difference in building the solution. Ongoing commitment to innovation also means systems are investing in a business platform that will always keep retailers at the forefront of what's ahead.

7.5 Empower employees

Creating and managing orders at the point-of-sale (POS) and giving sales associates all the information they need to make the most of face-to-face time with customers will certainly deliver value. Arm your employees with relevant information through Role Centres-dashboards that deliver a succinct set of information relevant to each individual user—so they can make accurate, timely, and relevant decisions.

Gaining speed and flexibility at the till is critical. Your typical supermarket, and indeed your corner shops, will want to scan each item quickly and allow various payment methods. That is expected as standard but some retail outlets (e.g. bookstores) will not have all items bar-coded and, thus, items have to be found quickly by description or item name.

7.6 Execute with insight

Integrated multi-channel management allows complete insight to help retailers proactively anticipate trends. Additionally, powerful merchandising functionality puts control into the retailer's hands with unlimited category and hierarchy possibilities for assortment and replenishment to meet customer demand accurately and efficiently.



7.7 Support

Retailers need to gain more value faster with a single, comprehensive ERP solution that supports industry-specific and operational demands across the global enterprise. With multiple, purpose-built industry and operational capabilities in one solution, ERP solution providers may facilitate efficient support structures to give retailers the confidence they need. Global solutions that include business management support for operations in most countries (country-specific functionality available in a staged rollout) will deliver value beyond the tool itself.

7.8 Simplicity

Drive user involvement and innovation with a business management solution that is simple to use, deploy, and manage—and deliver easy access to data and processes. Empowering employees to innovate with quick access to information and business processes; integrated, self-service collaboration capabilities for employees, customers, suppliers, and partners; will all deliver great value. Streamline IT processes from initial deployment through continuing change and ongoing improvement.

8. SYSPRO Retail helping you deliver your brand

As the line between social networking, online shopping and commerce blurs, delivering on the brand promise and earning consumer loyalty are more important than ever before. Retail is changing at a faster rate than most businesses are able to manage and the foundation for running these businesses needs to be flexible, quick, affordable, and allow retailers to adapt to the critical scenarios that drive retailing today, while enabling the innovative scenarios of tomorrow.

Connecting to customers, empowering people, and delivering on the brand promise through excellence in execution will help retailers to become dynamic in today's complex world.

SYSPRO Retail delivers powerful cross-channel scenarios seamlessly through an innovative, unified technology offering. This reduces complexity for retailers, allowing you to focus on what matters most:

- Driving customer engagement
- Running effective supply chains and merchandize control
- Keeping tight controls on your pricing, finance and operations
- Empowering your employees to drive productivity and differentiated customer service
- Helping drive a sustainable future

In defining SYSPRO Retail, SYSPRO Point of Sale was engineered from the ground up as a SYSPRO solution and integrates seamlessly with the full SYSPRO Enterprise Resource Planning system, including some recommended key retail solutions:

- Inventory Management, including Inventory Optimization tools
- Business Analytics and Insights
- Business Architecting including Process Modeling
- Accounts Receivable



- Cash Book
- General Ledger
- Sales Orders
- Contact Management
- Accounts Payable
- Purchase Orders

Our vision is to empower medium-sized retailers and supply chain partners with a seamless and differentiating solution for managing business information, store operations, customer-focused Point of Sale, inventory optimization, merchandising, and enterprise resource planning (ERP).

This will allow you to run your business with effective and accurate insight, operate with agility, exceed consumer expectations and build loyalty, all with superior flexibility, scalability and a faster time to market.

SYSPRO Retail provides you with all the tools you need to simply and effectively manage your entire supply chain from producer to consumer.



About SYSPRO

SYSPRO is an internationally-recognized, leading provider of enterprise business solutions. Formed in 1978, SYSPRO was one of the first software vendors to develop an Enterprise Resource Planning (ERP) solution. Today, SYSPRO is a global business solutions vendor, represented on six continents and by more than 1500 channel and support partners. Thousand of licensed companies across a broad spectrum of industries in more than 60 countries trust SYSPRO as the platform on which to manage their business processes.

Customer focus is a core component of SYSPRO's corporate culture and is one of the key reasons why SYSPRO maintains a strong leadership position in the enterprise application market. By focusing on people and building lasting relationships with customers and partners, SYSPRO consistently excels at guiding custoers through all aspects of their implementation and ongoing usage. The aim is to deliver world-class software that gives customers the control, insight and agility they need for a competitive advantage in a global economy. As such, SYSPRO provides a unique combination of robust, scalable technologies that ensure minimal risk and a high return on investment.

SYSPRO is continually developing remarkable software that simplifies operational effectiveness and keeps customers in control of their businesses. Our vision is focused on meeting customer needs today and in the future.



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