

An Integrated Omnichannel Solution

Designed for The Way Retailers Work Today



Stand-out service and looking after loyal customers is key for retail businesses to compete in today in light of lofty customer demands. iVend Retail's technology suite delivers so much more than just a Point of Sale system. Transact, up-sell, and liaise with your customers using technology that seamlessly integrates stores, inventory and back office operations.

iVend Retail is the most complete out of the box omnichannel solution on the market today, covering everything from Point of Sale to back office to head office operations with integrated mobile POS, eCommerce, digital coupons, reporting and analytics and a customer loyalty program.



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iVend Retail has helped improve the customer experience specially for our loyal customers by significantly reducing the time spent at checkout counters. It has every thing you expect from a good POS including easy to use interface for store associates, flexible reporting and integrated promotional tools.

Our customers are happier and the business is growing.

- Patrick Gakuba, Finance Manager
MTN Rwanda

Markets We Serve

Support for All Retail Verticals and Industries



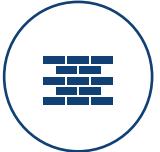
Fashion & Apparel



Footwear



Electronics



Building & Home Supplies



Furniture & Home Goods



Pharmaceutical



Hospitality



Optical



Sports & Outdoors



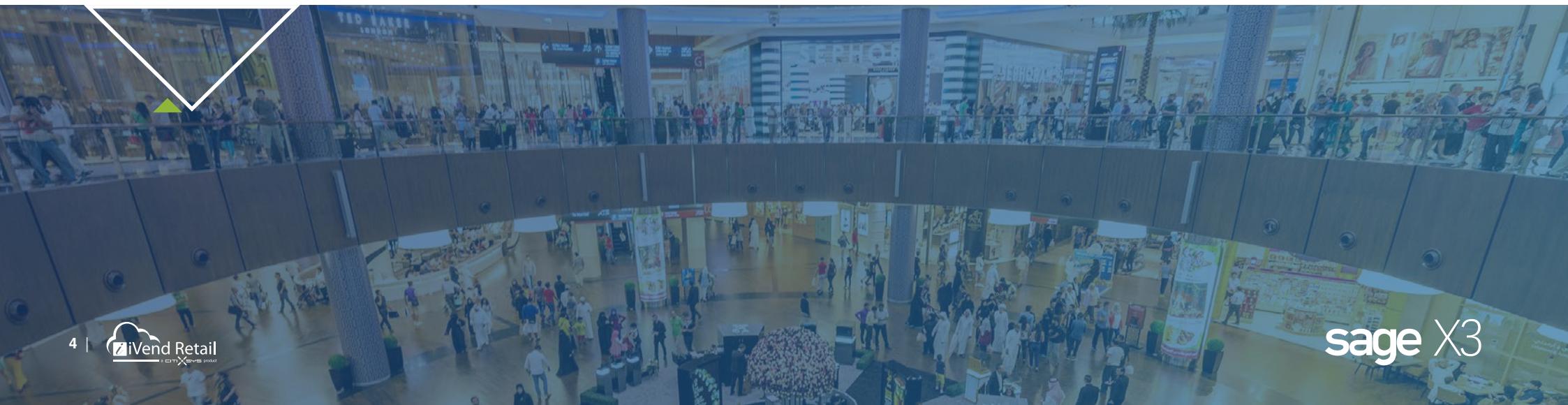
Specialty



Supermarket & Grocery



Book Stores



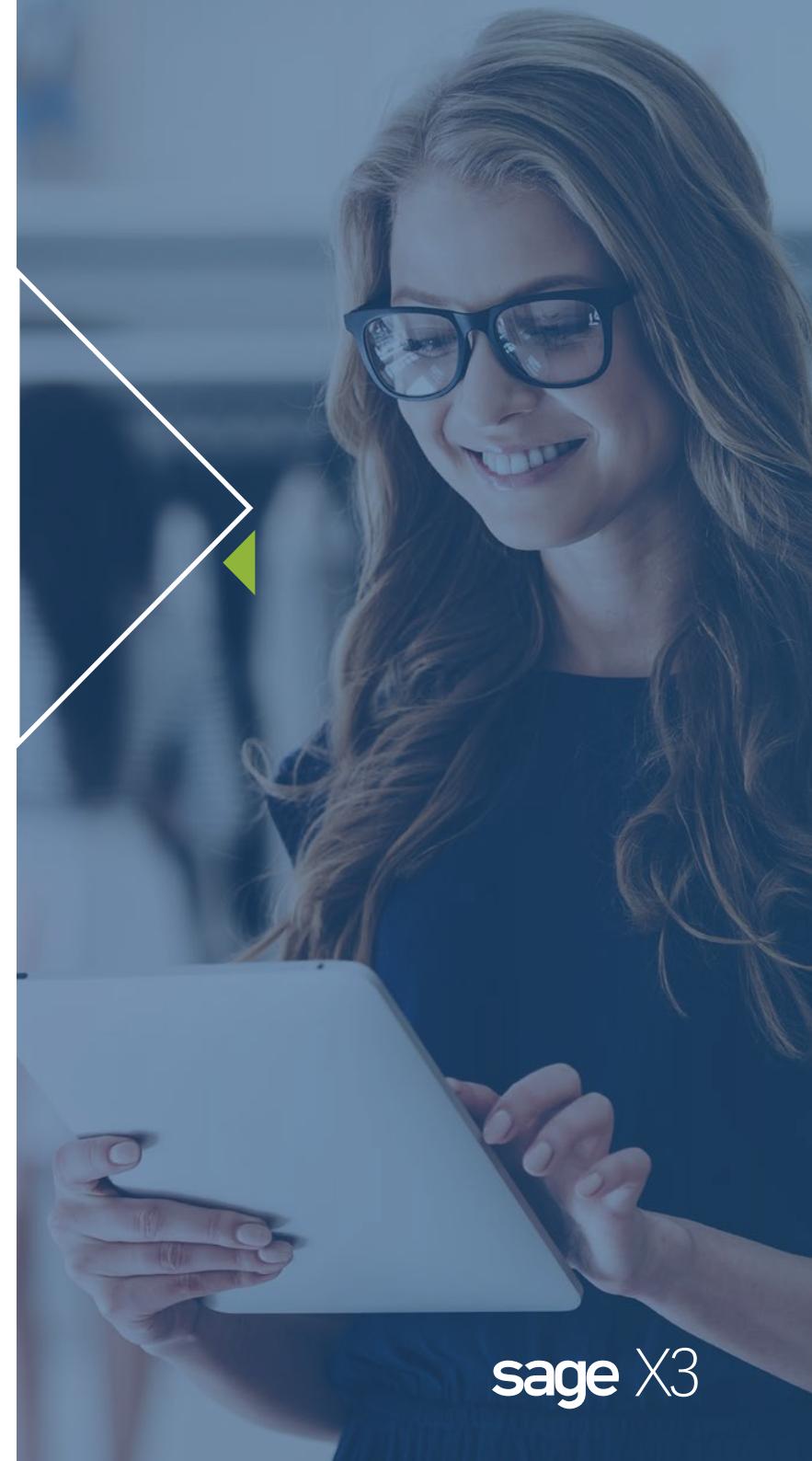
Expedite Your Business Processes

Sage X3 (formerly Sage X3) incorporates multiple business processes into a unified system, covering manufacturing, inventory, sales, customer service and financial management. Sage X3 is changing how businesses compete and grow, by delivering faster, simpler and flexible financial and operational management, at a fraction of the cost and complexity of typical enterprise ERP systems.

- **Faster** process cycle time, faster inventory turns, faster customer response time, faster insights into costs and performance.
- **Simpler** management of distributed operations and simpler IT management.
- **Flexible** capacity, customization, configuration and deployment options, in the cloud or on premises.

Easily Achieve Omnichannel Capabilities

From managing day-to-day business operations - inventories, stocks, accounts and payments, to multiple sales channels spanning mobile to online to brick-and-mortar stores, retailers are looking beyond siloed software. Leading retailers are implementing integrated solutions that position them to readily meet the dynamic demands of today's shoppers, while maintaining a competitive edge. With iVend Retail integrated to Sage Enterprise, retailers can readily achieve omnichannel capabilities to deliver the personalised, convenient experiences today's shopper have come to expect. Harmonise retail operations from Head Office to Back Office through to all customer touch-points with minimal manual intervention and streamlined retail functionality all delivered from an integrated omnichannel solution.



Seamless Integration to Sage X3

The iVend Retail + Sage X3 Integration Advantage

iVend Retail leverages future safe integration to Sage X3 utilizing AL programming language and interoperable iVend APIs. The integrated solution simplifies accounting and extends functionality across the retail ecosystem. Sage X3 is installed at the Head-office and can be deployed to connect to iVend Retail either On-premise or On-cloud. Retail store operations are connected to iVend Enterprise – the central Head Office component of iVend Retail using Internet or WAN connections. Fail safe replication allows stores to continue transaction even if a connection to the Head Office is unavailable.

Tangible Business Benefits

- **Grow sales** – implement a fully integrated sales growth program across all channels with promotional management functionality and customer loyalty programming.
- **Gain visibility** – access a single stream of data with easy to use contextual dashboards for more informed decision making, including forecasting, inventory and automation in business operations.
- **Strengthen customer loyalty** – track customer contacts and purchasing preferences; launch targeted promotions, offers, and personalised campaigns that keep your customers coming back.
- **Anticipate customer demand** – analyze past transaction data to predict future sales, check inventory availability in real time, and balance stock levels to better match demand.
- **Optimise inventory management** – achieve sales objectives with a lower stock to sales ratio, manage store inventory levels to match anticipated demand; track all stock movements in real-time.
- **Grow an online presence** – design and manage online stores and seamlessly integrate them with back-end inventory management, order processing, shipment tracking, and payment systems.
- **Simplify operations** – seamlessly integrate key in-store and head office business processes into a single, unified system thereby reducing the need to recapture or manually import data.



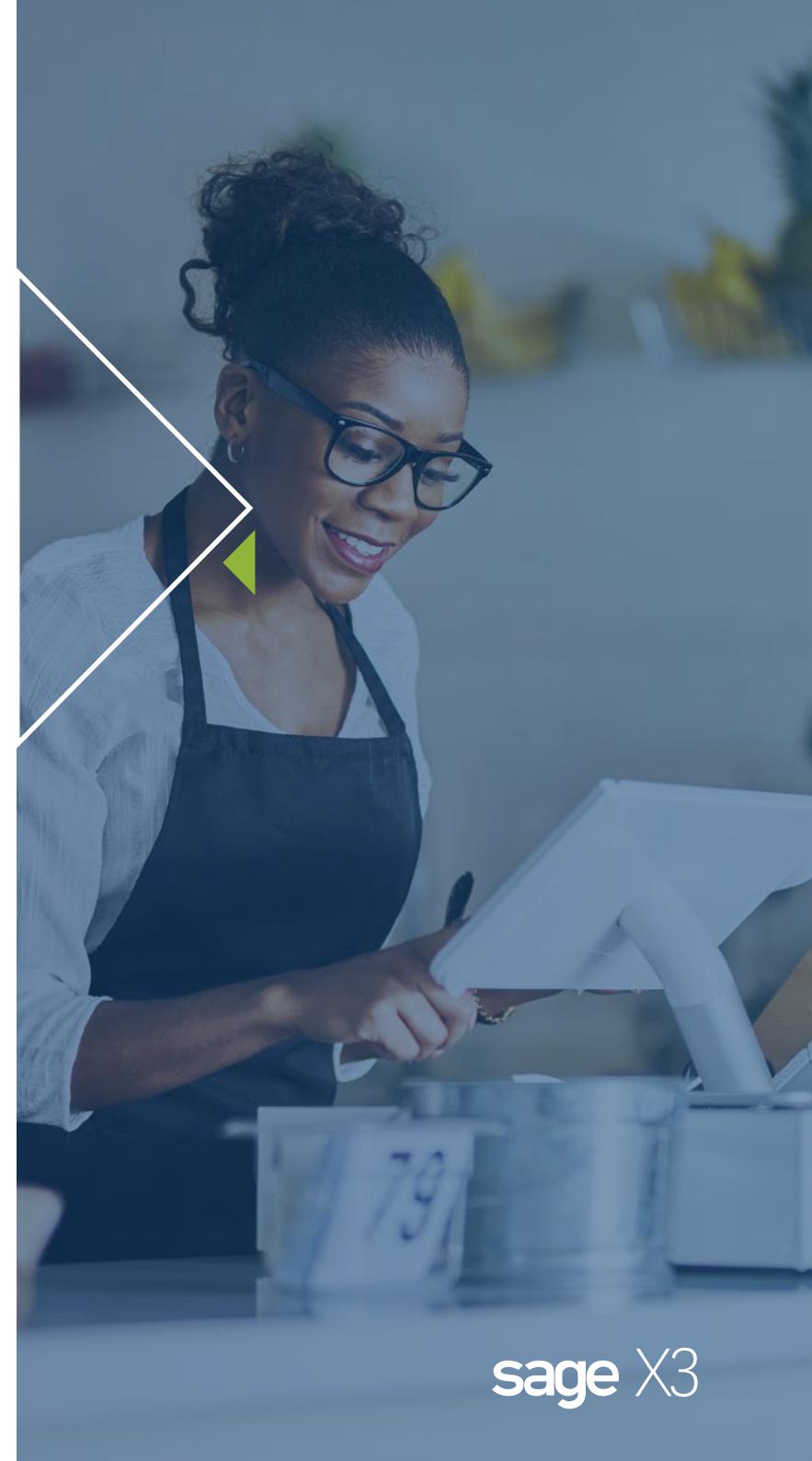
Sage X3 Master Data Sync

Sage X3 to iVend Retail

- Product
- Product Group
- Barcodes
- Barcodes by UOM
- Customer
- Customer Group
- Tax Codes
- Currency
- Sales Person
- Payment Types
- Banks
- Unit Of measure
- Price Lists
- Item Pricing
- Vendor
- Vendor Details
- Inventory Updates
- Serial Numbers
- Lot Number
- Exchange Rates
- Locations

iVend Retail Transactional Integration

- Sales Invoices
- Sales Orders
- Sales Refunds
- Account Payments
- Purchase Orders
- Goods Received
- Goods Returned
- Stock Adjustments +
- Stock Adjustments -
- Stock Counts
- Expenses
- Cash-up Variances
- Gift Cards
- Discounts
- Coupons
- Stock Transfer From
- Stock Transfer To
- Credit Note/ Invoice Matching



iVend Enterprise

Putting Data at The Heart of Your Business Decisions

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

This module defines key statistics—including sales forecasting, replenishment planning, promotions, gift cards, loyalty schemes and more—and replicates information across the entire retail estate.

iVend Enterprise also collates transactions, such as sales, refunds, returns and store credits, to provide essential insights—particularly in two key areas:

Single Stock Pool

- One view of stock availability and location for reduced inventory costs and increased customer satisfaction
- Replenishment recommendations based on core metrics
- Statistical forecasting based on industry practices
- Sophisticated price management and promotions engine

Connected Customer Experiences

- Enterprise-wide loyalty programs that enables customer segmentation
- Supports digital loyalty scheme passes across all channels
- Assisted selling services available across all channels
- Cross-channel visibility of all customer incentives

iVend Point of Sale (POS)

Fast, Dependable Point of Sale

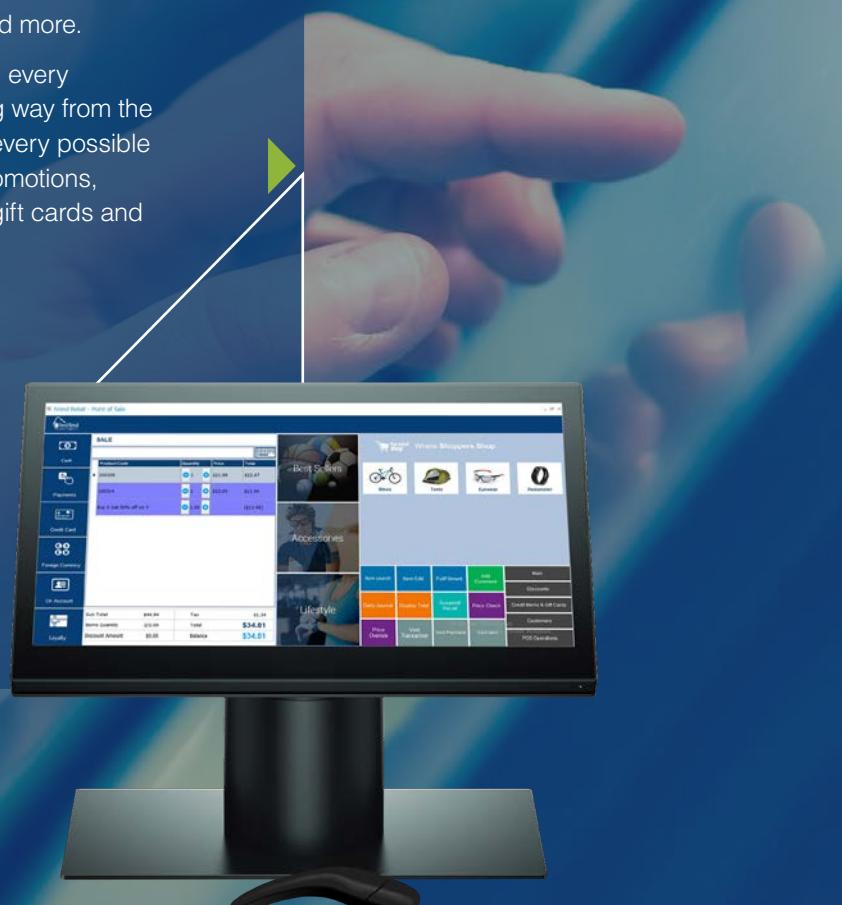
Time is a shopper's most valuable currency, and iVend POS delivers a fast, dependable Point of Sale application for quick and convenient customer transactions. Trusted by retailers in 85+ countries, iVend POS offers the choice of a touch-screen interface or easy-to-use keyboard, with minimal associate training required.

Execute quick transactions with custom branded, user-friendly terminal interfaces that work ONLINE and OFFLINE making your business never stop producing. Collect and manage customer details for more personalized service, fulfill click-and-collect transactions, improve promotion management with automated discounts, gift cards, integrated loyalty, eCommerce and more.

iVend POS enables retailers to maximize sales, gross margin and profits by achieving every possible sale using inventory anywhere in the retailer's network, even when it is a long way from the customer, maximizing customer satisfaction at the same time. The solution supports every possible customer path through the retailer's "system" with totally consistent approaches to promotions, customer returns and exchanges, earning and redemption of loyalty rewards, use of gift cards and electronic coupons.

Features:

- Flexible configuration that's easy to implement globally
- Complete inventory visibility at the POS
- Payment processing with country-specific, integrated payment systems
- Customizable promotions execution and gift card functionality
- Online or offline functionality; not dependent on an internet connection



iVend Mobile (mPOS)

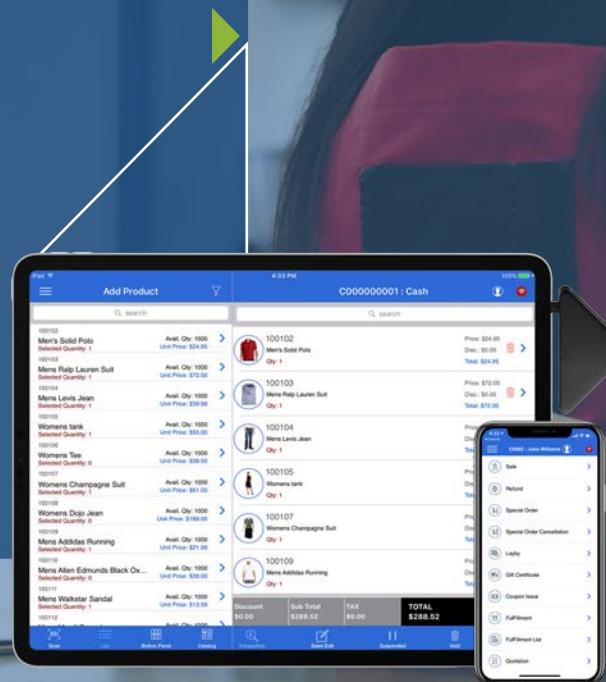
Taking Service Directly to the Customer

Delivering on customer experience today means stepping out from behind a fixed checkout and serving your shoppers wherever they are. iVend mPOS facilitates flexible customer interactions with a fully functional Mobile POS running on iOS or Android platforms that enriches consumer interactions by giving store associates immediate access to all core point of sale and customer service functionality.

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.

Features:

- iVend mPOS helps retailers reduce IT infrastructure costs for faster business expansion
- Works both in online and offline mode
- Shorten lines at the till during peak times, to help reduce abandoned purchases
- Access product and inventory information, product information and customer data
- Take service to your customer, not vice versa



iVend eCommerce

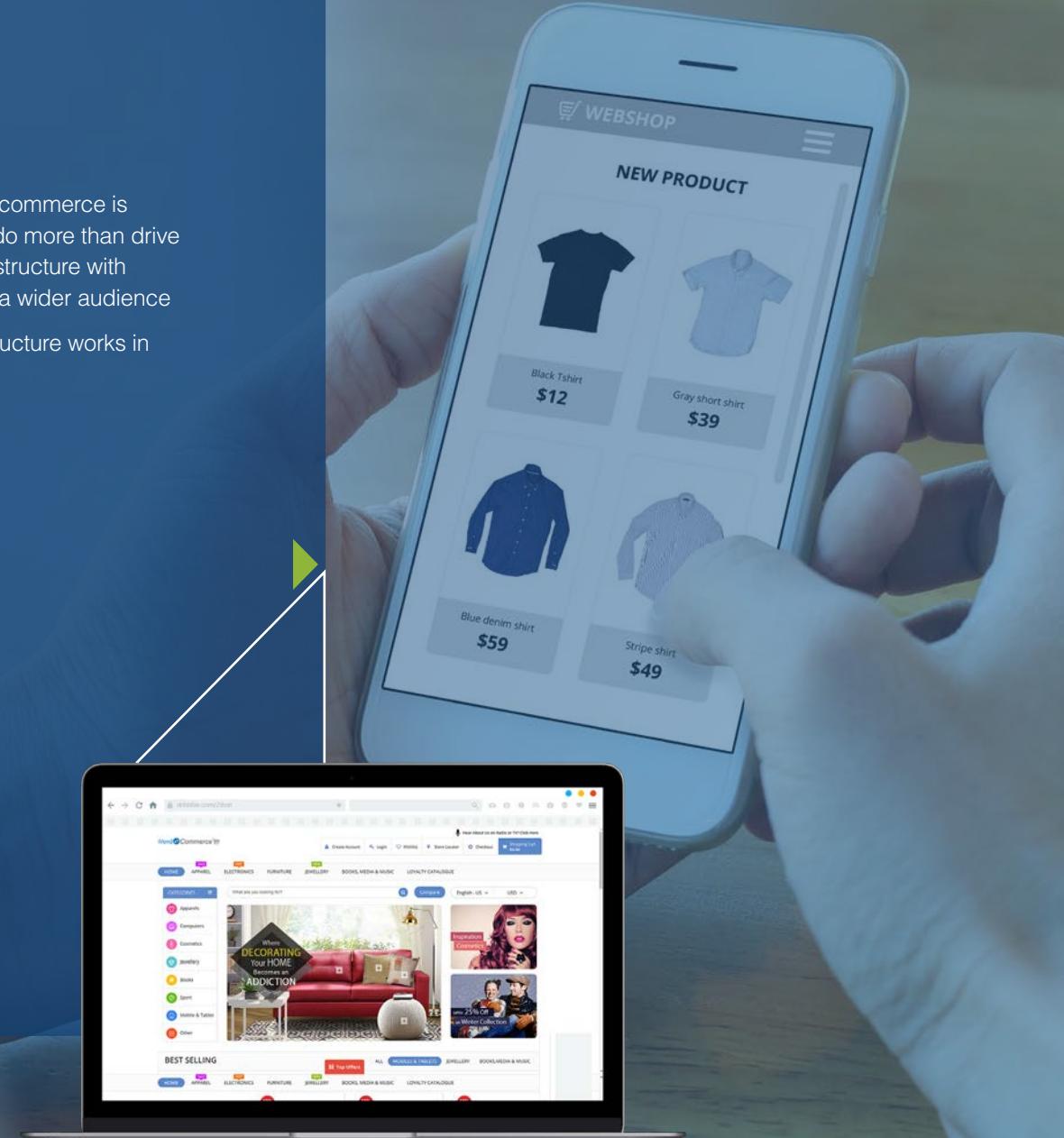
Sell to Anyone, Anywhere, Anytime

The growth of online shopping seems unstoppable - especially now that mobile commerce is generating fresh revenue opportunities. However, an eCommerce platform can do more than drive direct sales. Easily open a new online store or upgrade your existing online infrastructure with advanced eCommerce features designed to increase sales and help you reach a wider audience.

When integrated seamlessly with your brick-and-mortar stores all retail IT infrastructure works in harmony support the omnichannel customer journey at every touch-point.

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iVend Reporting and Analytics

Actionable Insights into Business Performance

Access business intelligence reports delivered on a single online dashboard that give you a 360° view of your enterprise to help you drive maximum return on investment.

Instantly generate customized reports or utilize 50+ pre-built reports with at-a-glance and drill-down views of your most important KPIs. Gain tactical insights to make faster and more effective decisions. iVend Reporting and Analytics can be viewed on-the-go from any iOS or Android device, giving your operations and leadership teams visibility into the sales and inventory data they need, when and where they need it. Put your data to work for you to make more informed decisions and optimize the success of your retail organization.

Features:

- 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

