



Soft Solutions®
 information has never been **this** intelligent

Delivering
 Intelligent Business Solutions
 To **World Class** Retailers

ibs **STORE**

Store Management Fact Sheet

OVERVIEW

The ibs **STORE** module of Soft Solutions' **RETAIL OPERATIONS SUITE** delivers state of the art store functionalities that rely on our Master Data Management platform.

Store personnel can now access the same Services Oriented Architecture (SOA) platform to perform a full range of store operations to fulfill consumer needs - replenishing the store, executing price changes and promotions, managing staff and ensuring a service level to provide a compelling retail experience for the customer.

ibs **STORE** provides store managers and associates with the necessary functionalities to assist them in performing their daily tasks in an efficient and standardized manner; all the while remaining flexible to anticipate evolving store business needs. With the appropriate access rights, information and best practices can be shared.

ibs **STORE** delivers functionalities that allow the management of store-based activities such as store replenishment, stock and inventory, invoice control, merchandising, labor scheduling, customer data and after sales service, monitoring departments and store activity & results in a single application. There also exists additional features such as a search engine, mobile computing capabilities, customized dashboard alerts and to-do lists, favorites and exception management that can facilitate a user's daily work.

ibs **STORE** enables retailers to deploy a centrally distributed system within all stores quickly, using an end-user interface technology that requires minimum training. It is based on our Master Data Management foundation, ibs **REFERENTIAL**.

Soft Solutions' **RETAIL OPERATIONS SUITE** when implemented in conjunction with ibs **CENTRAL** allows the retailer to save time and money for IT maintenance and standardizes business operations across the different retail entities.

Manage Store
 Replenishment

Optimize Stock Levels

Manage Inventory

Optimize Merchandise
 Presentation

Manage Store Prices
 and Promotions

Monitor Store
 Activities

Manage Client
 Relation

KEY FEATURES

ibs **STORE** is a flexible and configurable platform which supports the following functionalities:

ibs **STORE – Merchandise Planning, Ordering and Replenishment**

- Planned order and replenishment management
- Purchase budget follow-up
- Supplier and Warehouse Item booking follow-up
- Purchase order preparation and issuing
- Monitored merchandise receiving planning
- Order receiving management
- Receiving through electronic documents

ibs **STORE – Invoice Matching**

- Invoice matching and balance
- Credit note management

ibs **STORE – Inventory**

- Optimize and evaluate stock levels
- Merchandise movements follow-up and tracking
- Manage fiscal and physical inventories
- Manage stock markdowns and shrinkage
- Manage returns to suppliers

ibs **STORE – Sales**

- Manage centralized and local assortments
- Manage prices, price positioning and product alignments
- Define, plan and monitor promotional operations
- Create store plans and planograms
- Manage shelf and labeling tasks
- Plan and monitor team tasks and performance

ibs **STORE – Store Profit and Loss Management**

- Store commercial targets, forecast against cost
- Real-time activities and results control & monitoring
- Store reporting and results analysis
- Customized reporting based on business needs

ibs **STORE – Customer Service**

- Create, update and monitor customer base
- Manage specific customer orders
- After-sales service: refunds, complaints
- Manage loyalty program: loyalty cards, events actions

BENEFITS

Increase store profitability

- Optimize store sales and profits
- Reduce operational costs
- Increase store productivity
- Control operating accounts

Optimize store organization

- Reduce repetitive tasks
- Focus on added-value tasks
- Manage by exception (workflow alerts)
- Supply users with customized information to take best informed actions
- Optimize use of resources through better task planning
- Enable users to access updated information in a timely manner

Automate certain tasks

- Plan teams' work time
- Manage stocks
- Propose stocks procurement levels automatically
- System generates order creation

Gain customer loyalty

- Improve customer relations (after-sales service, Internet)
- Optimize commissioned based sale
- Personalize services

Rapid return on investment

- Reduced deployment and maintenance thanks to centralized infrastructure
- Reduced training requirements with the help of Internet based navigation, customizable screens, and intuitive user interface.

NORTH AMERICA

1001 Bayhill Drive, 2nd floor
San Bruno, CA 94066
United States of America
Tel: + 1 877 484 5757
na.contactus@ibs-softsolutions.com

CONTINENTAL EUROPE

2, Allée Lavoisier
59650 Villeneuve d'Ascq
France
Tel: + 33 320 414 190
eu.contactus@ibs-softsolutions.com
www.ibs-softsolutions.com

CENTRAL EUROPE

23 B/20, Novaya Basmanaya Street
Office 203, 107078
Moscow, Russia
Tel: + 7 495 651 09 89
ru.contactus@ibs-softsolutions.com