



An Integrated Omnichannel Platform

For Retail & Hospitality





Contents

3. Introduction
4. How to keep omnichannel customers happy
5. Supporting sales-driving initiatives
6. iVend Enterprise
7. iVend POS
8. iVend Mobile POS
9. iVend Loyalty
10. iVend Passes
11. iVend Reporting and Analytics
12. Magento eCommerce Integration
13. ERP Integrations
14. How iVend Retail adapts to your business
15. iVend Hospitality & iVend Optical





In today's fast-moving retail market consumers hold the power. Keeping them engaged and satisfied means being present in as many places as possible.

This is no small challenge for retailers, as the connected shopper wants to interact with them everywhere – at work, at home, in-store, on the move – and expects a consistent experience at every touch point.

Delivering to these complex expectations means putting customers at the heart of the business, and sourcing solutions that provide one view of shoppers and what they want.

iVend Retail's integrated solution enables retailers to maximize their sales and margin potential by delivering a seamless shopping experience across all channels. With iVend Retail, it is possible to develop a truly omnichannel strategy that recognizes and rewards shoppers wherever they interact.





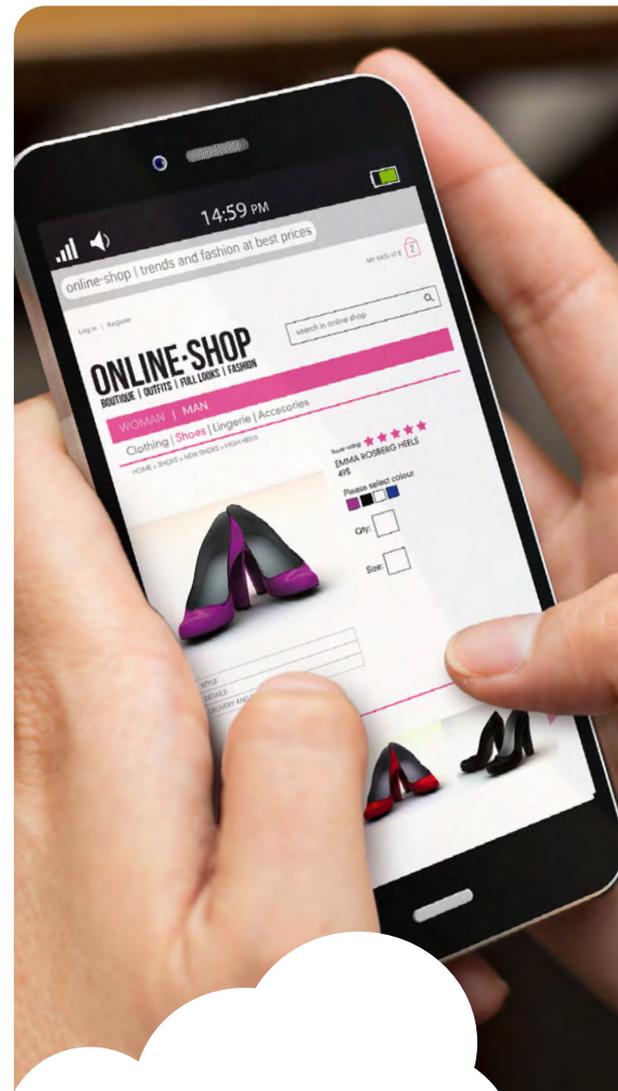
How to keep omnichannel customers happy

Shoppers want an omnichannel experience; our research shows that more than half believe it would be helpful if retailers had one view of them across all channels.

iVend Retail is the most advanced omnichannel solution available to retailers. It enables 360 degree visibility of your inventory and customer activity, in order to:

- Integrate online and offline shopping, allowing customers to research, buy and - if necessary - return goods anywhere
- Sell more inventory at full price, increasing margin and reducing clearance markdowns
- Create multichannel loyalty programs that incentivize customers equally, wherever they shop
- Increase the product knowledge, recommendations and guidance available to store associates

Thousands of retailers in 90+ countries are already using iVend Retail to give customers a consistent brand experience, and achieve higher full price sales with existing inventory levels.





iVend Retail supports more sales-driving initiatives than any other system

Designed to meet the needs of omnichannel shoppers, iVend Retail consists of integrated modules, which can be configured alongside any ERP or merchandise management system.



iVend Retail - An Enterprise Class Retail Application Suite



iVend Enterprise



iVend POS



iVend Mobile POS



Magento eCommerce Integration



iVend Loyalty



iVend Passes



iVend Reporting & Analytics

iVend Retail's cloud-based solution is designed for flexible deployment. Add modules on an 'as needed' basis to grow insights and capabilities alongside your company.

Using iVend Retail could provide tangible business benefits:

Benefit	iVend Retail only	iVend Retail integrated into ERP
Sales increase	+5% to 10%	+15%
Net margin increase	+1% to 2%	+3% to 4%
Reduced inventory investment	-10%	-20%
Reduced expenses	-	-5%
Customer satisfaction increase	+20%	+20%



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 best practice
- Sophisticated price management and promotions engine

Android Based Handheld

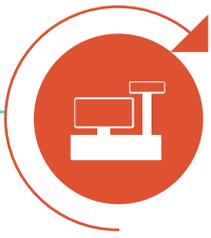
- Inventory solution designed to maximize retail profits
- Improve efficiency, gain visibility into stock and automate your hardest job
- Achieve more accurate stock counting and reports
- Improve transaction accuracy with real-time data validation

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

Store Order Picking

- Pick list(s) for Special Orders
- Pick list(s) by Customer, by Fulfillment Type
- Actual picking using iVend Handheld terminal
- Near real time status update of picking – marked for picking, picked, etc.
- Options for partial picking, cancellation of pick list
- Orders partially picked cannot be delivered until fully picked
- Fulfillment from tPOS

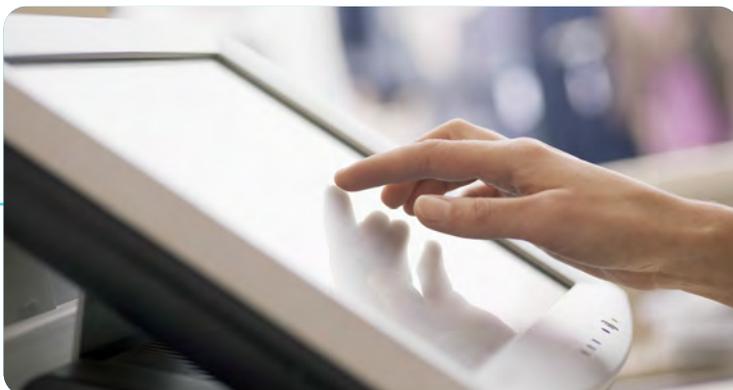


iVend POS – turning the Point of Sale into a Point of Service

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 90+ countries, iVend POS offers the choice of a touch-screen interface or easy-to-use keyboard, with minimal associate training required. This means:

- Flexible configuration that’s easy to implement globally
- Complete inventory visibility at the Point of Sale
- 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





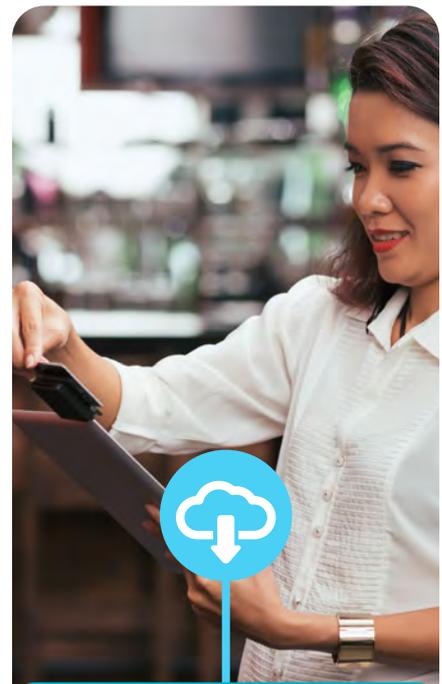
iVend Mobile POS – taking service to the customer

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
- Connect to iVend Enterprise or iVend Store over a 3G, 4G or an LTE connection for use outside the store
- Work both in online and offline mode
- Shorten lines at the till during peak times, to reduce abandoned purchases
- Access product and inventory information, product information and customer data
- Take service to your customer, not vice versa



Connect to iVend Enterprise or iVend Store over a 3G, 4G or an LTE connection for use outside the store





iVend Loyalty – keep 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.

- Develop flexible loyalty programs, configured around customer 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 use these insights to help drive long-term and lifetime customer value



Customers can access their individual accounts via the iVend Loyalty portal, to review and redeem rewards — and can choose to provide more information for targeted offers





iVend Passes – building loyalty through the device consumers can't live without

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

In addition to browsing, buying and paying by smartphone, iVend Passes allow retailers to bring loyalty into the mobile environment.

iVend Passes is a cloud-based subscription service designed to support a variety of marketing initiatives to shoppers' mobile phones:

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





iVend Reporting and Analytics – actionable insights into business performance

To drive maximum return on investment, iVend Retail provides a comprehensive Reporting and Analytics module.

Essential business intelligence is delivered on a single online dashboard, making it easy for businesses to:

- 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

Replication Dashboard

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



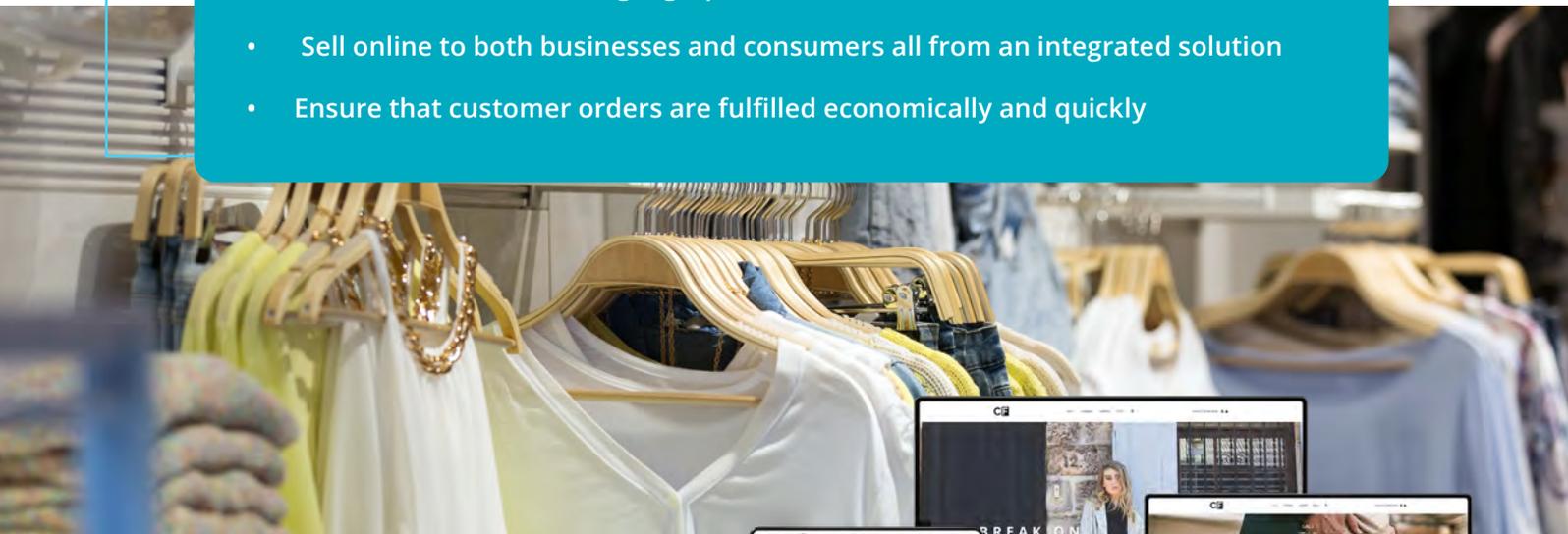


Magento eCommerce Integration – integrate digital into the omnichannel model

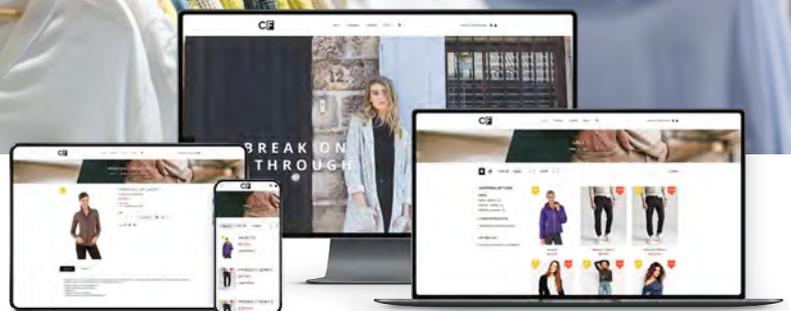
The growth of online shopping seems unstoppable – especially now that mobile commerce is generating fresh revenue opportunities. However, an Magento eCommerce platform must do more than drive direct sales.

Today, websites should work seamlessly with bricks-and-mortar to support the omnichannel customer journey. iVend Retail offers out-of-the-box integration to Magento Commerce to simplify eCommerce for brick-and-mortar businesses, enabling retailers to

- 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 that customer orders are fulfilled economically and quickly



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.





ERP Integrations - Leverage the Combined Power of iVend Retail and your ERP

The dream of a retail system where POS and ERP operate in flawless harmony, sharing data, providing unparalleled insight into business operations and inventory, without needing an IT army to make it happen, is possible.

Introducing iVend Retail, a retail management platform designed specifically to make ERP integrations seamless.

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.

sage 300cloud

sage X3

Microsoft Dynamics 365
Business Central

SAP® Business
One

SAP ECC 6.0

SAP IS Retail

SAP HANA

Integrated POS + ERP

Let iVend Retail handle the work of integrating your POS + ERP systems to transform your entire business from a conglomerate of disparate systems into a seamless, synergistic retail ecosystem. Benefits you can only enjoy when you choose our open source POS and choose to work with iVend Retail:

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





How iVend Retail adapts to your business

The beauty of iVend Retail is its flexibility; the modules integrate across the store (pop up or permanent), online, mobile and can be configured for any size of retailer.

With a choice between in-house implementation and on the cloud, iVend's design and rich functionality keeps the cost of ownership low



iVend Retail can be integrated with any standard business management solution through interoperable APIs, and offers out-of-the-box integrations with several ERP solutions including SAP, Sage, Microsoft Dynamics 365 Business Central and others.

A comprehensive Extensibility Tool Kit allows iVend Retail to incorporate specific business requirements without affecting the core product, and it also ensures seamless upgrades.

All iVend Retail customer-facing modules are PCI compliant, ensuring that the solution is fully resilient, so trading continues even if network connections are lost for a period of time.





iVend Hospitality - Designed to 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 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.

iVend Retail – part of CitiXsys, the omnichannel systems company



Leading provider of comprehensive software solutions



Operational in 90+ countries



Global network of partners and integrators for implementation

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 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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