



## RETAILPOINT™

### Innovative Business Solutions

### To Give Your Retail Business a Competitive Edge

There was a simpler time for retail executives when the “stack it high, sell it low” philosophy was king and shoppers were rushing to become part of the discount-mania that dominated the retail industry.

It's not good enough anymore to move product from the back storage room to the merchandise floor. Nor is it a case of simply understanding your demographics by age or income or population.

To survive, retailers must find innovative ways to compete. To be successful, retailers must be willing to adopt new approaches and embrace leading technologies – solutions such as RetailPoint from Eclipse.

RetailPoint from Eclipse is a 100% Microsoft solution built on Microsoft Dynamics AX.

Developed for multi-store retailers and franchise stores, RetailPoint is a front-office and back-office retail supply chain solution.

RetailPoint brings together the best of Microsoft technology with deep functionality for the retail industry: managing all aspects of the retail supply chain, inventory, financials, payroll, HR and reporting to customer profiling and point of sale solutions.

**RetailPoint from Eclipse – delivering an integrated retail supply chain and customer facing experience, built on 100% Microsoft technology.**

#### RetailPoint features:

- Centralised logistics & Store Management
- Advanced Promotions and Pricing
- Integrated point of sale technology
- Multi-dimensional inventory management
- Advanced purchasing & receivables management
- Customer relationship management & marketing
- Customised reporting
- Field level security
- e-business & payment processing
- Full integration with Microsoft Office.



## Adopt new approaches to your retail environment and embrace leading technology with RetailPoint from Eclipse.

RetailPoint is a POS, store and head-office retail supply chain solution that brings together leading technology from Microsoft with deep functionality designed uniquely for the retail industry. Eclipse combines this infrastructure with our knowledge of retail, operational efficiency, technology and customer service to tailor RetailPoint and deliver a unique retail business application.

Microsoft Dynamics AX is the backbone of the RetailPoint solution, which brings together an integrated suite of modules with functionality to manage every aspect of the retail operation:

### Store Management

On-line control of day to day retail store activities

- Staff Management
  - Manage staff logins & User profiles
  - Apply Staff Discounts across various product and groups
- Stock Management
  - Control and address stock out situations quickly
  - Easily access core stock and availability information
  - Manage goods receipts and returns quickly and efficiently
- Price & Promotion Management
  - Access to promotions prior to their start dates
  - Ability to add special local promotions (if authorised)
- End of Day Operations
  - Cashing up & Banking
  - Daily Reporting

### Reporting

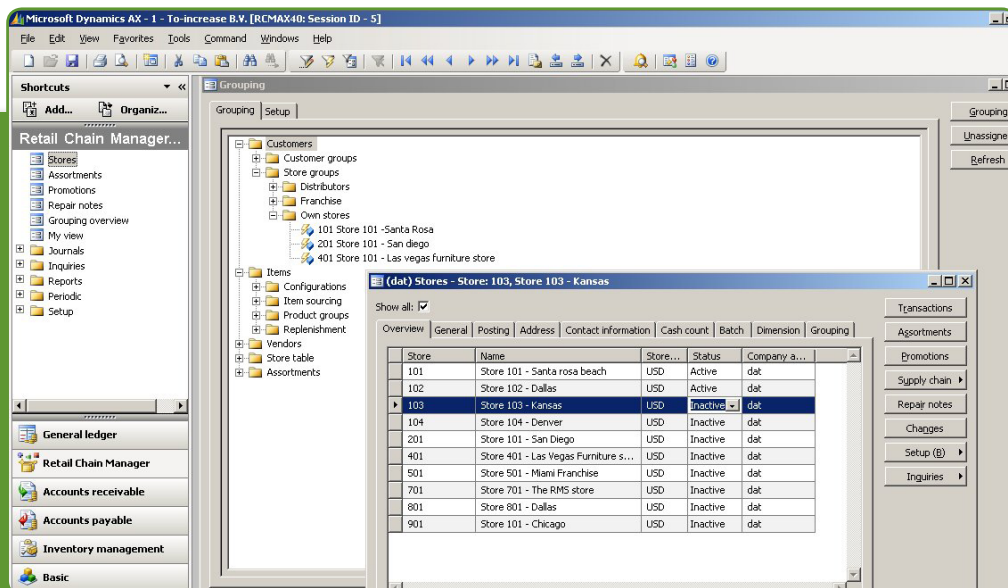
Real-time access to critical data helps to manage products and control inventory

- Make better decisions with accurate, real time reporting from a single, centralised database
- Simple end of day reporting – view and print journals by batch, receipt number and run reports by SKU, store or region
- Range of reporting methods; adhoc enquiry, standard system reports, detailed audit reports or custom reports
- Track sales in real-time using KPI reporting
- Fully integrated with Microsoft Office productivity tools

### Product Management

Real-time control of stock and pricing across the entire operation

- Full inventory control
  - Optimise stock and plan replenishments accurately using real time data
  - Mobile access to warehouse processes for stocking and restocking, discarding and returning
- Item management
  - Categorise items for any kind of retail environment: from fashion to hardware
- Price Management & Calculation
  - Track status of returns accurate from customer to original vendors
  - Change discount levels, maintain prices, markdowns, change periods
  - Provide discounts on different levels
  - Print accurate price labels based on price changes and special offers
  - Handle discounts flexibly by setting up discount formats (multi-buy or mix and match options)
- Real time information on stock levels at store and distribution centres.



### ◀ Retail Chain Management

Automate manual processes to streamline the retail supply chain and move products faster

## Process Management

Automate manual processes to streamline the retail supply chain and move products faster

- Supply chain management
  - Automate logistic flows between stores and warehouse so you can analyse and aggregate better
  - Automate purchase orders and payables and set up blanket pos to generate releases at predetermined intervals
- Remote access to warehouse processes to streamline stocking, restocking, discarding and returning
- Track items through the entire stocking and inventory process and implement automatic price adjustments

## Transaction Management

View critical transaction data in real-time for quick and easy decision making

- Full point of sale (POS) management
  - Customisable POS screens to check prices availability, locate stock and improve customer interaction
  - Access transaction data quickly from integrated on-line and off-line POS
- Data warehouse management
  - Facilitates critical data reporting across transactions
  - Reports based on data selection criteria across multiple data sources
  - Calculate delivery dates based on predefined trade parameters using cross-docking, internal movement and vendor ordering activity information
- Real time data access from POS to back office
  - Manage dynamic pricing and respond quickly
- Full item tracking
  - Track sales by SKU and calculate turnover rates for single item, merchandise category or whole organisation
- B2B e-commerce
  - Secure online transactions for customers
  - Shopping cart facilities for simple e-commerce
- Multi-lingual and multi-currency.

## Relationship Management

Know your customer, own the retail relationship and deliver the best possible service

- Full campaign management with a customer centric focus
  - Customer profiling
  - Record customer information and deliver personalised service
  - Use preference information to up-sell and cross-sell
  - Run unlimited number of different promotions and events in advance by creating campaigns with dates and identifiers
  - Roll-out campaigns across the company or at store level
  - Analyse reports based on campaign sales data
- Quick, real time customer information
  - Reliable real-time information for web based campaigns
  - Access to complete customer information facilitates fast product ordering, payment, processing of returns, backorders and lay-bys to meet purchasing needs
  - Give automatic discount to frequent shoppers
- Real time data analysis
  - Analyse data from stores, by product, by location, by campaign, by supplier, by customer and have insight into customer buying trends and sales performance
- Powerful transaction systems accept multiple forms of payment.

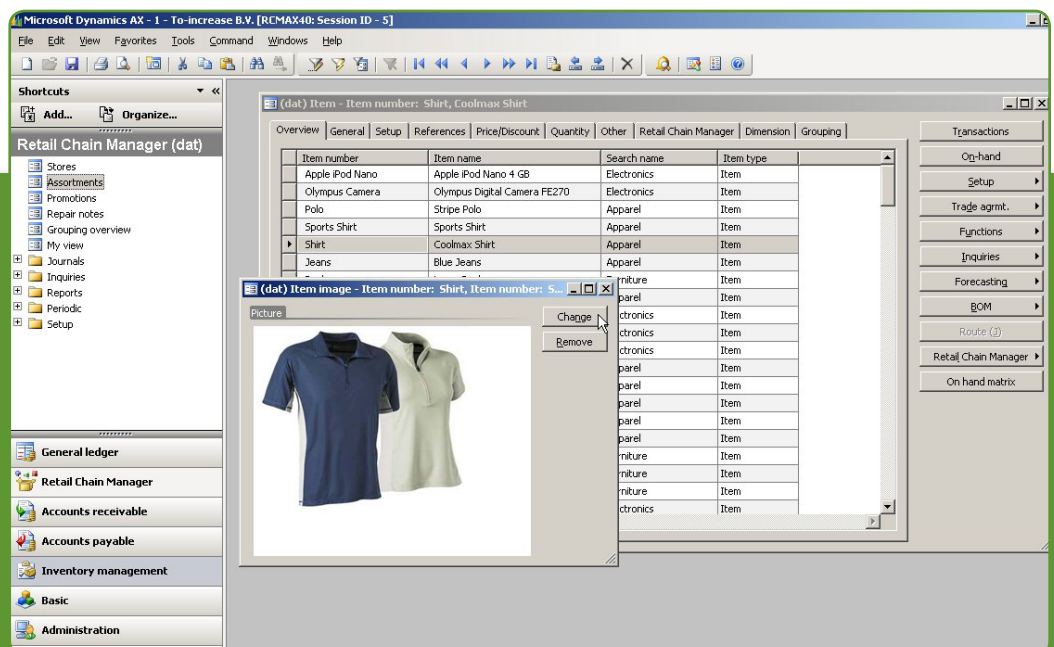
## Workforce Management

Staff are the most costly and valuable asset in retail. Efficient and effective workforce management is a critical component of the solution

- Manages multiple sites, awards and store staffing levels and skills
- Capture, track and calculate the right data
- Provides efficiencies which ultimately reduces costs
- Self service for staff to input timesheets and leave requests and online payslips
- Managers can view and enter staff information
- Manages multiple awards, award rates, pay conditions and accreditations

## Inventory Management ▶

Assist staff in identifying stock quickly by associating images with item entries



## Your integrated technology investment

Choosing the Microsoft based RetailPoint solution; you also have the ability to leverage technologies such as RFID (radio-frequency identification), self check-out and wireless devices to boost productivity within your stores.

RetailPoint can be integrated in both retail and warehousing situations.



## Eclipse & Microsoft: The right partnership

Eclipse is the 2010 Microsoft Dynamics™ Partner of the Year for the Asia Pacific region and the largest Microsoft Business Solutions partner in Australia and New Zealand.

As award winning implementation specialists, Eclipse is dedicated to delivering intelligent solutions with old-fashioned service.

With almost 400 resources and offices across the world, Eclipse has long-term credibility in delivering software implementations that meet both market needs and individual customer expectations. It is the quality of the consulting team and a proven delivery methodology that ensure consistent project delivery for every implementation.

To be successful, Eclipse has brought together an internal skill set of Microsoft developers, retail experts, application consultants and market research to ensure RetailPoint™ is both market appropriate and functionally rich.

## Support with Substance

Our relationship is dedicated to your success

Our Support Centre is based in Melbourne with a team of professional consultants, operating your 24 x 7 Help Desk. Unlimited phone calls and emails are answered within a 15 minute response time and are logged in our 'CANDO' support system.

When your call is closed, you'll be asked for your feedback to ensure complete transparency of your support experience.

This recipe has ensured the success of many implementations and the long term satisfaction of over 1000 installed customers in Australia and New Zealand.

For more information, contact Eclipse



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