

Unified Sales Platform



Powerful sales platform for multi-channel customer engagement and advanced clienteling

Today's consumers expect seamless, engaging shopping experiences and fast, consistent purchase journeys – whether in store, online or using an app. itim's advanced Unified Sales Platform is a proven solution that can help enhance your stores, increase sales across channels and offer a truly multi-channel customer experience.

It provides a complete view of product, stock and the customer across your sales channels and includes solutions for stores, online and wholesale.

When we went looking for a new EPOS solution, we wanted a solid stable platform that could cope with the complexities of our business, bring efficiencies and allow us to grow and expand in the future. Itim has delivered on all of those things.

Al Overton,
Buying Director, Planet Organic

- Increase store sales – through assisted selling, clienteling and multi-channel ordering
- Create seamless customer experiences – with integrated, multi-channel propositions and more personalised service
- Strengthen competitive positioning – with services like 30-minute Click & Collect and in-store ordering
- Deliver superior service – with full order management and a complete view of product, stock and the customer
- Empower store staff – with information at their fingertips to proactively advise and sell
- Increase productivity – with mobile technology and tools for merchandising and order fulfillment



itim Digital Store the power to engage

itim Digital Store empowers sales staff to engage with customers, proactively sell and be more productive. It enables retailers to transform their stores from points of sale to digitally-powered points of service, personalisation and differentiation.

Assisted selling

360° view of product, stock and customer

Point of Sale/
Mobile POS

Clienteling

Store operations

Omni-channel



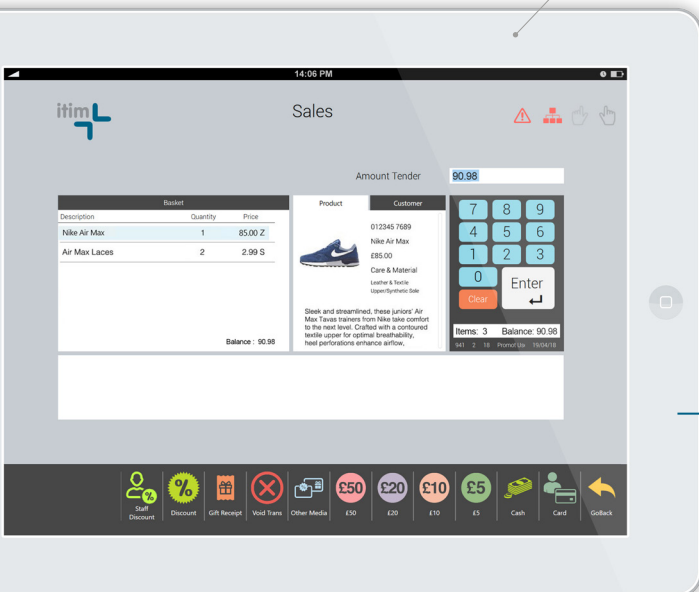


Advanced ePOS and Mobile POS

With fixed till and mobile ePOS capabilities, your staff can check out customers from anywhere on the shop floor and quickly adapt to changing store conditions – whether it's queue busting or providing a "personal shopper" experience.

With a 360-degree view of product, stock and customer information, integrated customer ordering, advanced promotions, and loyalty management, we believe it is the most advanced solution on the market today.

- Mobile integration with existing ePOS systems
- Rich product information
- Advanced promotions, vouchers, gift cards
- Loyalty
- KPIs/Reporting



Our customers really like the mobile tablets. And we look more professional. We can sell books anywhere and we can take books to wherever the customer is, with ease.

Kate Stilborn,

Customer Service & Operations Director, Blackwell's Bookshops

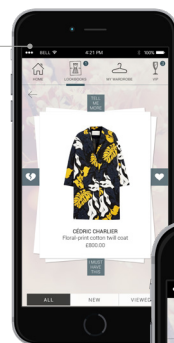
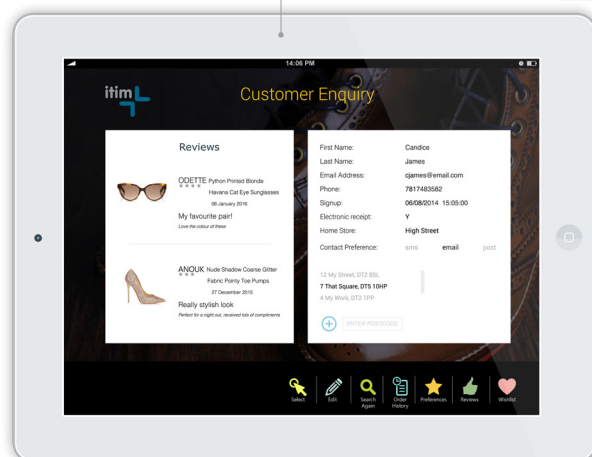


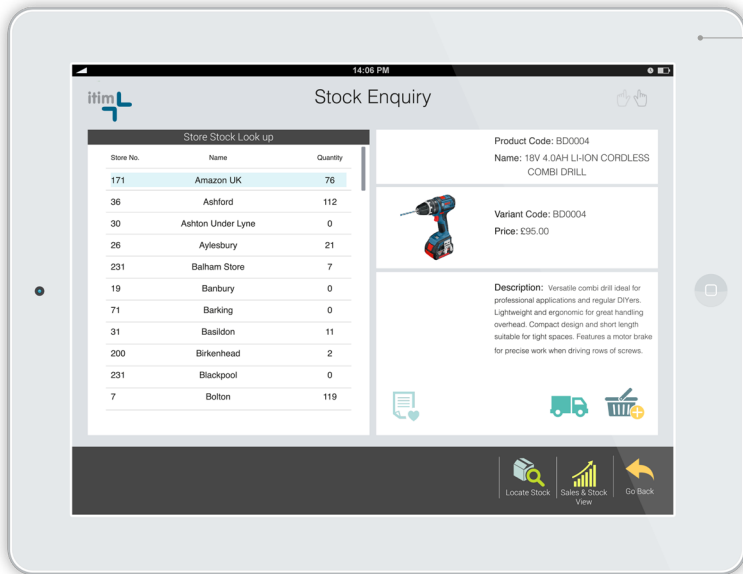
Clienteling

Take clienteling to a new level with itim Digital Clienteling and make each customer feel like a VIP. Instant access to all customer data gives sales staff a "virtual black book" and enables a superior level of service.

Extend the relationship outside of the store with our consumer app where you can engage on a more personalised level with your most valuable clients. Send them curated content, capture their likes/dislikes and offer a personal shopper experience with features including chat, appointments and event invitations. Clienteling at its most innovative and effective!

- Single view of customer in store
- Wishlists, reviews, notes, preferences
- VIP customer app
- Curated content
- Personal shopper dialogue
- Appointment scheduling





Assisted selling

Use tablets in store to help staff proactively engage with customers and create a personal shopper experience. With the full product catalogue, real-time stock data and multi-channel customer ordering at their fingertips, sales staff are empowered to deliver superior service, provide tailored advice and proactively sell.

- Endless aisle
- Real-time stock
- Save-the-sale
- Customer ordering and order history
- Cross- and up-selling
- Tablet or browser access



On the shop floor, it's all about creating a seamless conversation with the customer and never having to leave them to go and find out more information to complete the sale, meaning a more fluid shopping experience.

Sue Dorkin,
former IT Director, The Entertainer



Store order fulfilment

Make more effective use of store stock by opening it up to sale via other channels. In combination with itim's Enterprise Order Management, our Store Order Fulfilment app enables store staff to efficiently process orders including pick/pack/dispatch, order collection and returns management.

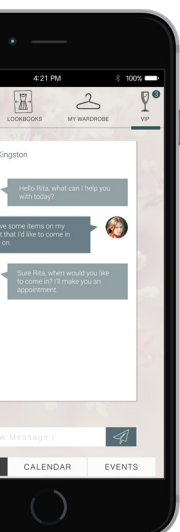
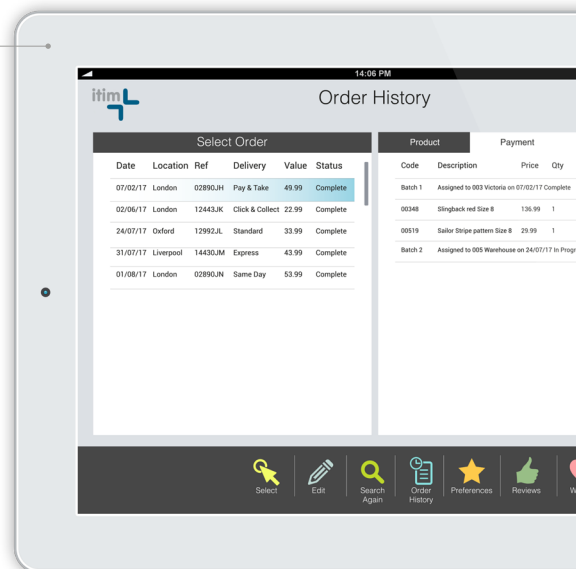
- 30-minute Click & Collect
- Dispatch from store
- Order tracking and history



Mobile store operations

In quieter moments, store staff can switch to more operational tasks while remaining on the shop floor. Our Store Operations module includes end-to-end stock management capabilities – all from the same mobile device used for selling and customer service.

- Receipts and transfers
- Ticketing and labelling
- Stock taking and adjustments
- Reporting



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Additional Modules



itim eCommerce

Engage customers online with a comprehensive selling platform that can be integrated with existing systems or other itim solutions.

itim's e-commerce module enables you to provide an engaging, online shopping environment that is on-brand and integrates easily with your Product Information Management (PIM), Customer Relationship Management (CRM) and Order Management systems.

- Share real-time stock information
- Offer all available delivery routes and lead times for any given basket
- Reserve stock in real time
- Share live updates on order progress
- Access a customer's entire profile and order history
- Connect to your PIM system (itim's or an external system)



itim Wholesale

Offer your wholesale clients their own online destination for purchasing and tracking orders.

itim's Wholesale module allows you to offer your wholesale clients the same integrated and engaging online experience as your direct consumers with easy access to relevant product, stock and order status information.

Like our other modules, itim Wholesale can integrate with itim's end-to-end retail solution or connect with third party systems to allow you to manage the entire lifecycle of your wholesale orders – from sourcing through to fulfilment and distribution.

- Define which products are available for wholesale ordering
- Set up price lists for each customer or target group
- Offer products from existing stock or stock to be manufactured



Our mission is to help retailers optimise their operations and excel in today's world of digitally-powered, customer-centric retailing.

- Retail industry specialists
- 65+ customers in ten countries
- 20+ years of retail pedigree
- Flexible solutions for Tier 1/2/3 retailers
- Growing international presence
- Team of retail, technology and business experts

www.itim.com

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