



Retail Innovation GROUP | AUSTRALIA



***Achieving
big business
outcomes
for small
business
affordability***

At Retail Innovation Group we help grow your business by navigating through the technology landscape, looking for efficiency gains and cost reductions. We offer innovative, best of breed IT and leading-edge technology solutions, tailored to your specific needs and budget.

Our diverse range of Retail IT products and expertise will ensure that you and your business get the outcomes you are looking for - and ones you didn't even realise were possible. Our consultative approach gives you a custom plan for the future of your business IT.

Let the RIGA team help you take control of your IT costs and develop a competitive advantage through technology and innovation. *Put some RIGA around it.*

CONSUMER JOURNEY

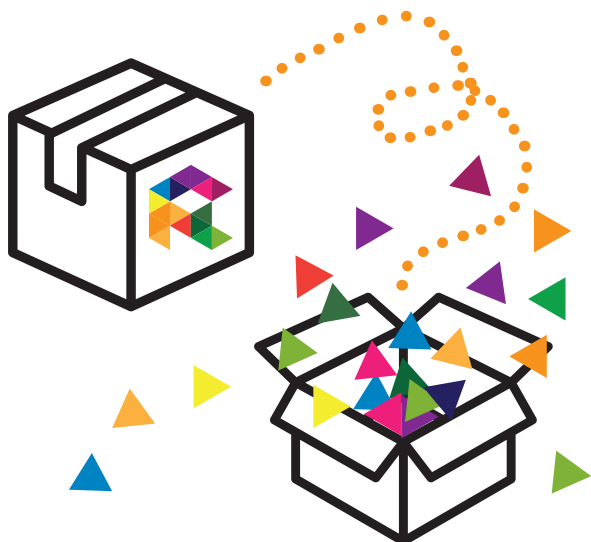


"You've got to start with the customer experience and work back toward the technology, not the other way around."

Steve Jobs

The Customer journey is where it all begins:

- Customer service applications.
- Marketing communications (SMS, email, push).
- Data communications (SMS, email, push).
- Loyalty and reward programs and mechanics.
- E-commerce (web).
- In-store kiosks and experiences (data tracking).
- Mobile app development.
- Digital signage.



OPERATIONS

Working with you to design and implement solutions to increase efficiency and streamline your day-to-day processes:

POS Software Consulting (iVend & Retail Pro)

- Configure and implement best of breed Point of Sale software.
- Define specific requirements and customise accordingly.

WMS Consulting (Sage and SAP B1)

- Configure and implement best of breed warehouse management systems.
- Tailor and optimize warehouse processes.

Supply Chain Software Consulting (Sage and SAP B1)

- Configure and implement best of breed supply chain software.
- Streamline and enhance supply chain processes.

ERP \ Accounting Software Consulting (Sage and SAP B1)

- Configure and implement best of breed supply chain software.
- Customize to meet business' specific requirements.

Application Development

- Integration development.
- Web development.
- Mobile app development.
- Application development.
- API and web-services development.

Application Help-desk Support

- 24/7 Application support help-desk.

Training and Documentation

- Onsite training.
- User manual creation.

Process Automation and Improvement

- Analysis systems and processes to identify opportunities to improve.

INFRASTRUCTURE

Physical Hardware & Software Procurement

- One-off purchases.
- Request for quote (participation or design and manage end to end).
- Best of breed hardware and software suppliers and distributors to give you variety whilst maintaining cost effectiveness.
- Asset lifecycle management and record keeping.

Link Layer

- Standard internet & data connections.
- Complex MPLS and Private Networks.
- Internal cabling and switching.
- Wireless.
- 4GX Primary and Backup.

Network Layer Security

- Antivirus & UTM protection and integration.
- Spam protection.
- Encryption.
- Cyber security.

Data Transport

- SD WAN.
- Multi Cloud / Hybrid Cloud Migrations.
- Data centre relocations.
- Mobile management & enterprise device management.

Session Layer

- SOE creation & deployment.
- Infrastructure management.
- Proactive monitoring.

Consulting

- Governance and visibility.
- Security and compliance audits.
- Best practice and ITIL Project implementations.
- Virtual CIO services.
- Telco consolidation & optimisation.

IT Managed Service Desk

- On premises or remote.
- Co Managed support services.
- Knowledge base management.
- Trend analysis for capacity planning.
- Accountable relationship management.

Business Continuity

- Scale up or out.
- RTO and RPO planning that meets your business requirements.
- Proven Fail-over technology on any platforms.
- Cloud boot for natural disasters.

ANALYTICS

In highly competitive environments, brands are judged not for product price or quality, but for the experience they build around it.

Business Consultancy.

Near Real-Time Business Intelligence reporting and analysis

- Inventory management.
- Warehouse efficiencies.
- Rostering.
- Instore traffic analysis.

Construct and create core business KPI reporting and dashboarding.

Data migrations and consolidations.

Integrations between core business platforms.

BI Delivery Methodology (engagement, data migration, configure and develop, train and educate, release and change management)



“We see our customers as invited guests to a party, and we are the hosts. It’s our job every day to make every important aspect of the customer experience a little bit better.”

Jeff Bezos



...a competitive advantage through technology and innovation.

