

Evolving The Customer Experience With Omni-channel

Omni-channel retailing means being available at any time anywhere, in the buying cycle, making it convenient for the customer.

Omni-channel retailing provides new opportunities.



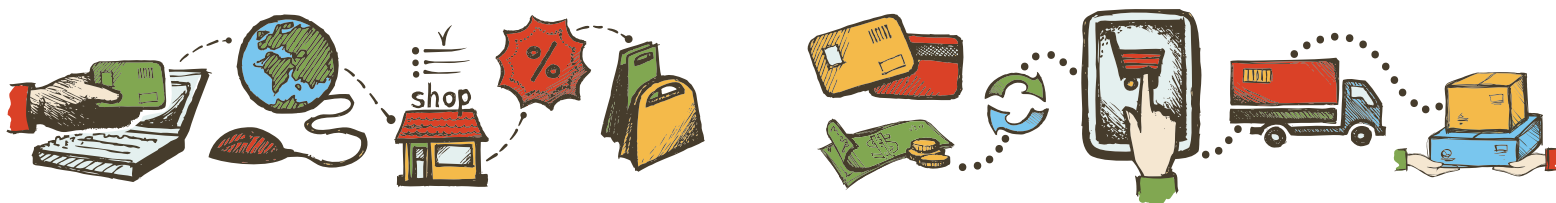
THE JOURNEY TO OMNI-CHANNEL



Favorite ways to shop

- 44%** buying goods in-store and taking them home
- 34%** buying goods online and getting them delivered home
- 8%** buying goods online and collecting them in-store
- 8%** buying goods in-store and getting them delivered home

Source: Oracle - Retail Without Limit



BETTER LEVERAGE YOUR STORES



SHIP FROM STORE

Increase revenue, margin and inventory turns by exposing store inventory to the web and captures lost sales



IN-STORE ASSOCIATE ORDERING

Save sales of out-of-stock items and drive consumer satisfaction



IN-STORE PICKUP

Increase sales, store traffic and enable consumer convenience with same day pickup

Source: eBay - eCommerce Town Hall

RESULT : INCREASED REVENUE AND IMPROVED MARGIN



Source: eBay - eCommerce Town Hall



20-40%
Average increase in incremental ecommerce revenue



33%
Average percent of items shipped are inactive



30%+
Margin increase on items nearing markdown



80%
1-Day Transit Time, 96%
2-Day Transit



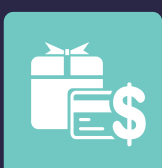
iVend POS



iVend Mobile POS



iVend eCommerce



iVend Loyalty



iVend Passes



iVend Dashboards