
Mi9 RETAIL SUITE

HARDLINE RETAILERS

CREATE GREAT EXPERIENCES WITH THE Mi9 RETAIL SUITE

OUR COMMITMENT TO RETAILERS:

Mi9 Retail is committed to helping retailers create great experiences for their customers – online, in store, or wherever they occur. We believe that a great experience takes place when optimized product planning and inventory management intersect perfectly with skillful customer engagement and point-of-purchase execution. The results are better revenue and margin performance, greater customer engagement and value, and a more satisfied, loyal workforce.

Mi9 RETAIL SUITE FOR HARDLINE RETAILERS:

The Mi9 Retail Suite delivers a comprehensive, scalable solution for hardline retailers. With fixed and mobile solutions to manage inventory, clientele customers, fulfill omnichannel orders, service customers from anywhere – in-store or online, and engage customers with timely, relevant offers, Mi9 Retail can help you improve stock movement, achieve higher margins, increase customer engagement, delight customers and boost your sales.



Mi9 INTELLIGENCE

a comprehensive dashboard and analytics solution that offers actionable business intelligence right out of the box.



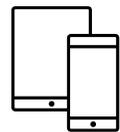
Mi9 MERCHANT

a robust merchandise management system designed for complex inventory and high SKU volume.



Mi9 STORE

a comprehensive store system that reduces operating costs, increases overall store management effectiveness, and provides a superb shopping experience.



Mi9 MOSAIC CLIENTELING

a powerful cross-platform relationship selling system designed to enhance customer engagement.

Mi9 CRM

an effective retail-specific customer experience and relationship management solution that helps you design and deploy targeted marketing campaigns.



Mi9 e-COMMERCE

a complete digital commerce platform for direct-to-consumer and business-to-business.

Mi9 RETAIL: CREATE GREAT EXPERIENCES



BUILD CUSTOMER LOYALTY

Build long-term relationships with your most profitable customers. Turn every shopper into a lifelong customer by remembering birthdays and anniversaries, and suggest the perfect gifts by using Mi9 Retail wish list capabilities.



PROVIDE OMNI-CHANNEL EXPERIENCES

Provide unparalleled service to your discriminating clientele with a true 360° view of the customer's behaviors across all channels. Use tablets in the store for mobile POS capabilities, digital product browsing, omnichannel inventory lookup in real-time, clienteling, analytics and more.



SELL MORE AND BOOST MARGINS

Improve stock movement and achieve higher margins with intelligent cross-selling and up-selling. Replenish high margin items more efficiently and avoid unnecessarily re-ordering slow moving items.



SATISFY CUSTOMER DEMAND

Ensure each store has the right merchandise at the right time by accurately forecasting supply and demand for merchandise based on the buying patterns of your customers.

Mi9 INTELLIGENCE



Mi9 Intelligence is a comprehensive analytics solution built for the specific needs of retailers. Pre-configured dashboards get you up and running quickly. Your information is stored in a retail data warehouse and the Mi9 unified data model ensures your users can access real-time, consistent views of important measures, KPIs, and report details.

ROLE-SPECIFIC DASHBOARDS

Answers the common business questions for Executives, Merchandising, Store Operations, Loss Prevention, and Marketing.

ROBUST REPORTING

Delivers custom reporting with a pre-populated report library that includes a list of core reports specific to the user's role and allows configuration of frequently used reports to be accessed quickly through the "My Go-To Reports" list.

MEDIA ASSET MANAGEMENT

Encapsulates a media asset management system, enabling images to be dragged and dropped from a virtual film roll to enrich product information in the merchandise database.

EXTENSIVE DRILLING CAPABILITIES

Provides authorized users complete analytical flexibility, allowing access to every area of the multidimensional data warehouse, down to individual transactions.

ROLE-SPECIFIC WORKBENCH

Outlines each role's core KPIs and isolates opportunities and risks to help execute business-critical actions based upon clear alerts and recommendations - such as creating markdowns, swapping product, sourcing and re-ordering candidate products, issuing transfers and consolidating product from/to candidate stores.

VISUAL INSIGHTS

Utilizes MicroStrategy's flash-based dynamic dashboard technology for implementing advanced scorecards, graphs and dashboards, making it easy to playback key performance data between selected dates or times as well as performing drill-down analysis for further data interrogation.

GEOSPATIAL ANALYTICS

Shows relevant data such as POS sales that can be banded, color-coded and displayed by zip code, census area, marketing block or sales regions via GIS data and Google Maps. Visually spot demographic influences on customer purchasing behavior, including the ability to drill down directly to transaction line-level details.

IN-MEMORY SCHEMA DESIGN

Provides high performance drill-through capabilities on dashboards and ad hoc queries.

CLOSED LOOP ENVIRONMENT

Use analytical insight to drive operational process execution directly from a report, such as: create a PO for trending product, markdown candidate products, create a customer list for CRM, and more.



Mi9 MERCHANT



Mi9 Merchant is a robust merchandise management system, built on Mi9 Retail's award-winning retail analytics solution, that brings meaningful visibility into shopper behavior, product performance and vendor reliability. Designed for complex inventory and high SKU volume to address the transaction processing needs of your retail business, this solution provides one source of information to support buying, pricing, inventory management and inventory valuation creating a fully-aligned experience across all retail channels to satisfy customer demand.

VENDOR MANAGEMENT

Enables vendors to be grouped into 'Vendor Types', 'Vendor Categories' and 'Vendor Classes.' Compares the performance of different vendors and similar products and groups vendors for the purpose of defining different buying strategies.

SYSTEM ADMINISTRATION

Delivers comprehensive system administration facilities to manage user security, system configuration, batch processing, system audit, archiving, transaction governing, database defragmentation routines, external systems interfaces and software updates, thus negating the need for third party system management tools.

PURCHASE ORDER MANAGEMENT

Provides extensive facilities for creating and managing purchase orders and purchase contracts with a minimum of data entry and user involvement, incorporates a sophisticated cost and discount structure and supports foreign currency buying which calculates duty based on the harmonized tariff system.

PRICING AND PROMOTIONS

Offers a sophisticated module for managing price changes and promotions. Supports national, regional, local and competitive price policies as well as combination policies. Multi-currency pricing is also supported for multi-national retailers.

INVENTORY DAYBOOK AND STOCK LEDGER

Delivers an Inventory Daybook, a daily ledger of activity maintained at the level of SKU/Store/Day that provides a true version of what happened so the merchant team can accurately manage SKU profitability at a granular level. Also delivers a Stock Ledger, a periodic ledger of activity maintained at the level of SKU/Store/Period that provides a financial version so the accounting team can accurately audit the accounts.

MERCHANDISE REPLENISHMENT

Provides comprehensive facilities to replenish store inventory from both warehouses and vendors; also replenishes warehouses from vendors. Incorporates sophisticated grading and forecasting rules as well as statistical techniques for determining safety stock levels based on service level targets.

MASTER DATA MANAGEMENT

Streamlines huge volumes of products, hundreds of stores as well as vendors and customers. Plus, allows for the storage of unstructured media assets including images, Word documents, Excel spreadsheets, project plans, PDF documents and videos.

MERCHANT INVENTORY PORTAL

Offers a convenient and secure web-based portal tied directly to the corporate system allowing stores to enter and confirm, in real-time, inventory transactions such as purchase order receipts, transfer shipments and receipts, returns to vendor, inventory adjustments as well as physical inventory and cycle counting.

Mi9 STORE



Mi9 Store is a comprehensive store system that reduces operating costs, increases overall store management effectiveness, and provides the best possible shopping experience for the customer. With two integrated modules, a back office store management system and a point of sale system (POS), Mi9 Store provides world-class technology and functionality, mobile access and comprehensive data management.

Mi9 STORE POS

Mi9 Store POS simplifies the entry of complex sales transactions and supports an efficient checkout process, delivering a highly-satisfied customer experience. Ideal for hardline retailers, the solution's customer service counter options enable your team to easily manage customer estimates, merchandise deliveries, special orders and more.

Mi9 Store POS offers:

- Fully-Compliant PCI/DSS Credit Authorization Processing
- Enhanced Loss Prevention and Fraud Management
- Multiple Language, Tax and Currency Options
- Coupon and Promotion Management
- Special Transaction Features
- Time and Attendance (time clock)
- Multimedia Information Access
- E-Commerce Returns in Store
- Integrated CRM and Loyalty Program Management
- Advanced Services Support: Delivery, Layaway, Rain Checks, Estimates and Special Orders
- Integrated Credit, Debit, Check and Gift Card Processing
- Automated Merchandise Returns
- Real-Time Inventory and Sales Updates
- Advanced Inventory Management

Mi9 STORE BACK OFFICE

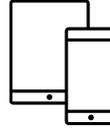
Mi9 Store Back Office fully integrates with POS processing, business intelligence and merchandise systems, and synchronizes critical data transfers between core corporate business servers and store systems connecting the store to the enterprise.

Mi9 Store Back Office offers:

- Cash Office Management
- Inventory Adjustments
- Receiving*
- Transfers*
- RTVs
- Cycle Counts
- Prep Label (pre-counts) and Physical Inventory* (including third-party integration)
- Store PO Management
- Customer Orders
- Shelf Labels, Item Tag and Promotion Label Printing
- Special Orders Management
- Wireless Store Operations
- Installations Management
- Pack Down (inventory put away)*
- Labor Scheduling/Management
- Time and Attendance

*supported on wireless, handheld terminals and portable printers

Mi9 MOSAIC CLIENTELING



Mi9 Mosaic Clienteling is a powerful relationship selling system designed to enhance customer engagement and augment the customer experience at every step of the customer journey. This robust solution leverages real-time visibility into customers' omni-channel activities across all channels, wish lists, preferences and contact details, providing retailers with higher sales and improved loyalty.



PERSONALIZED CUSTOMER EXPERIENCE

Establishes a one-to-one relationship that is highly personalized in product, service and outreach and also provides enterprise-wide knowledge to associates on the store floor, at the customer's point of decision.



LOOK BOOK

Allows store associates to browse through a beautiful gallery layout of products with the customer and easily access product descriptions, images, alternative sizes, colors and prices.



ASSISTED SELLING

Enables better day-to-day sales management through tasks, templates, queries, reminders, campaigns, email and more.



ONGOING ENGAGEMENT

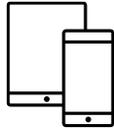
Enables sales associates to send thank you e-mails or letters, confirm deliveries and follow up on replenishment items, keeping the associate-customer relationship active.



VALUABLE DATA COLLECTION

Collects preferences, contact information, lifestyle information, wish lists and more. Much like a manual client book, with retail clienteling software, the associate has a complete history of customer purchases and can maximize the data gathered while face-to-face with the customer.

Mi9 CRM



Mi9 CRM is an integrated, retail-specific customer experience and relationship management solution that allows retailers to understand and engage their customers with the power of omni-channel data. Forming and maintaining relationships with customers is made easy as Mi9 CRM helps to streamline all areas of customer interactions through the use of dashboards, analytics and reporting tools. By spotting patterns and determining trends, Mi9 CRM enables control of customer engagement to run a more profitable and efficient business.



AUTOMATIC AND AD HOC SEGMENTATION

Offers endless flexibility for automatic and ad-hoc segmentation and targeting. By segmenting customers around product categories, each segment can receive targeted content about product value and specifics. This allows retailers to offer unique, personal care and targeted products that stand apart in quality and originality.



CAMPAIGN MANAGEMENT AND ANALYTICS

Provides the power to plan and execute multi-channel, multi-stage marketing campaigns. CRM marketing analytics provide a means to easily track the effectiveness of marketing campaigns by comparing actual responses and sales. Marketing strategies can be continually refined based on the collection and analysis of data from campaign results.



TARGETED OUTREACH

Enables retailers to know customers better and understand where they are in the customer lifecycle. Receive immediate gains through effective, targeted outreach and compelling messaging.



CUSTOMER LOYALTY

Supports a wide array of loyalty programs with point and card management. Additional features include chargeable membership/renewal fees, seamless integration with online portals or consumer-facing mobile apps and more.

Mi9 e-COMMERCE



The Mi9 e-Commerce Direct-to-Consumer (D2C) platform is a feature-rich e-commerce solution for high growth and established retailers. The solution is cloud-based and scalable. With one thousand features available out-of-the-box, this flexible D2C omni-channel platform can help you create your online presence, or expand your current online presence to a whole new level.



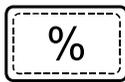
MERCHANDISING

Enables non-technical staff to merchandise your products effectively and efficiently to stay one step ahead of the competition.



SHOPPING CART & CHECKOUT

Turns more browsers into buyers by monitoring and refining the shopping experience during and after checkout.



SEO & MARKETING

Spreads the word about your site and keeps it top of mind with built-in marketing and SEO tools. Coupons, Discounts & Gift Certificates - Drives incremental sales volume with special offers that you can target, control, and manage with ease.



LOYALTY REWARD POINTS PROGRAM

Rewards your loyal customer community with points for their orders, reviews, and referrals. Product Reviews - Enables your customers to write product reviews as registered or unregistered users, with or without specific approvals.



REPORTS

Helps you optimize your merchandising performance, site traffic, and abandoned cart recovery strategies with out-of-the-box reports.



INTERNATIONAL

Allows you to reach customers around the globe in their own language and currency, and includes APIs for easy integration to UPS, FedEx, and local postal carriers.

A SAMPLING OF Mi9 RETAIL HARDLINE CUSTOMERS:



OUR ARCHITECTURE

MULTIPLE DEPLOYMENT OPTIONS

In the cloud, on premises, or as a service

SCALABLE

High performance for 1 to 1000 stores, requires little support

SUPERIOR ENGINEERING

Common stable platform seamlessly integrates our software to operate modularly or as a suite

FULLY OBJECT ORIENTED

Global changes are made once

LEADING DEVELOPMENT

.NET and HTML5

SOLID OS

Runs on Windows OS commodity hardware

LOWEST TOTAL COST OF OWNERSHIP AND FASTEST TIME TO VALUE

Single Platform significantly lowers implementation and ongoing IT requirements

CONTACT US

GLOBAL HEADQUARTERS

Miami, USA

12000 Biscayne Boulevard, Suite 600 | Miami, FL 33181
Tel. 786.577.3200

NORTH AMERICA

Pleasanton, USA

3825 Hopyard Road, Suite 106 | Pleasanton, CA 94588
Tel. 925.264.6450

Boston, USA

85 Devonshire St. | Boston, MA 02109
Tel. 617.426.2918

Toronto, Canada

251 Consumers Road, Suite 1000 | Toronto, ON M2J 4R3
Tel. 647.849.1100

Montreal, Canada

5460 Côte de Liesse Rd. | Montreal, QC H4P 1A5
Tel. 514.737.0941

EUROPE

Saint-Germain-en-Laye, France

24-26 rue des Gaudines | Saint-Germain-en-Laye 78100
Tel. +33(0)139.040.040

ASIA

Shanghai, China

2705,27F,600 Luban Road | Huangpu District, Shanghai 200023
Tel. 86.21.6886.9980