NEWS

Volume 2
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Coming Soon

BIG PICTURE

RTC Partners with RIS News to discuss Mobile Store Strategy at Big !DEAS Session on Tuesday January 13th - 9:15am.

RIS RETAIL INFO SYSTEMS NEWS

## Customer Updates:

- Peavey Industries enables Mobile POS to run through-out their chain with StoreMS POS SQL Upgrade
- MEC mobilizes store inventory management with StoreMobile deployed on Apple iPod Touches
- RTC upgrades one of the oldest remaining MMS environments and brings Things Remembered 20 years of technological advancements
- RTC integrates Advanced Promotion Management to JDA's POS solution - to enhance in-store marketing campaigns at Anna's Linens

New Deals

- TPC Sawgrass mobilizes inventory at the Pro Shop by launching StoreMobile
- Pantorama rolls out HTP-Link Communications Software to enhance polling across the chain
- MEC continues their initiative to mobilize their inventory across the chain by signing deal to install Warehouse Optimization RF
- D&B Supply inks comprehensive agreement to implement RTC's Enhanced Replenishment, Warehouse Optimization RF and StoreMobile RF
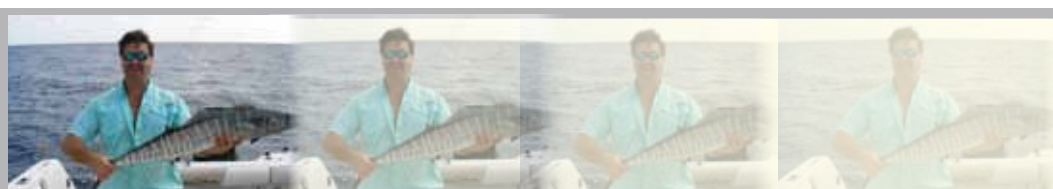
Thoughts from the Boss!

"The mobile revolution is in full swing and most any solution a retailer looks to acquire better have a well thought out plan for providing mobile functionality or integrating well with mobile solutions. There is no turning back!! Fortunately for RTC Quaterion Group, we have been designing and building mobile solutions for over 5 years now and we are just getting warmed up. If you are a JDA MMS customer, you cannot afford to ignore what we are doing on YOUR behalf to ensure your MMS environment is fully mobilized and ready to compete with ANY retail ERP system you may be looking at. Reach out to Lee Williams at 800 993-3944 to get the scoop on our StoreMobile Cloud strategy leveraging your JDA MMS environment."

Canadian Retailer MEC Launches StoreMobile to Improve Day-to-Day Inventory Management

*Ingrid Bester,
Software Development
Manager for MEC*

Mountain Equipment Co-op (MEC) a retail co-operative, and Canada's leading supplier of clothing and gear for outdoor recreation, recently launched a corporate wide Omni Channel Strategy to streamline its store inventory systems through the use of RTC's StoreMobile solution on IOS devices.

MEC is well known for selling high-quality well-designed products that offer great value to its more than 3.5 million members. "At MEC , an integral part of our strategy is focused on enhancing our members' shopping experiences by ensuring the products they need are in stock and easy to locate. We selected RTC's StoreMobile App because it was the only solution that allowed us to better manage our JDA MMS operations directly from mobile devices to provide our members with an authentic and accessible customer experience," says Ingrid Bester, Software Development Manager for MEC.

MEC has deployed StoreMobile on Apple iPod devices in all 17 of their store locations in 6 provinces. RTC's consulting team led by Fabian Rosario, helped MEC integrate the solution into their store processes and train their store staff.

"When we began looking for an inventory management solution for our JDA MMS merchandising system, we set out to find a more efficient and effective restocking tool that offered better visibility to where products were located in the store," says MEC Project Manager Harry Henderson. "StoreMobile helped us address our major pain points and streamline stock room management, restocking and inventory accuracy processes. Restocking has gone from a fully manual, ineffective process to an automated process that keeps the retail floor fully stocked with lower labor cost, reducing labor by half and improved on floor availability by 5%."

RTC VP Special Projects Fabian Rosario, implemented the solution in MEC's QA environment and helped set up the

configuration with key MEC support staff. Fabian also facilitated a "Train the trainer" conference in addition to supporting two pilot implementations before final rollout chainwide.

RTC rolled out StoreMobile on iPod Touches. MEC was already using IOS devices as part of their Omni Channel Strategy, so this deployment was perfect. "Since our employees were already familiar with Apple devices, training was faster than we anticipated. Staff can now easily find product in the backrooms and floor staff now make fewer trips to the backroom to pull items to go on the retail floor because the floor is better stocked," added MEC's Henderson.

In March 2014, MEC agreed to integrate RTC Warehouse Optimization RF solution to expand the benefits of mobile technology to their warehouse. This cost effective MMS "bolt on" will increase productivity in MEC's warehouse at a price that ensures ROI is measured in months, not years. Warehouse Optimization provides a suite of corporate applications accessed by hand-held devices and focused on streamlining warehouse processes and reducing staff requirements, leading to increased accuracy and improved productivity.

Comment from Bruce.

"The name of the game today more than ever is "customer service". Tight, efficient inventory management has to be a "no brainer" or it is a mathematical certainty that your customer service levels will drop dramatically. Your staff cannot spend all its time chasing inventory only to find it's not there. Whether that's the store or the warehouse, bad things happen when inventory is managed poorly. MEC is now reaping the benefits of store and warehouse mobility through our MMSxTend mobile applications."

StoreMobile Tablet Gun is the Answer to the MPOS Dilemma

The interest in Mobile POS or MPOS is on the rise as retailers look to implement Omni Channel strategies, and with good reason. Today's consumers are accustomed to mobile phones, tablets and multiple touch points beyond traditional POS. The days of "BIG Iron" and long cash wraps, are numbered in many retail segments. Legacy POS devices are expensive and are ineffective on the Sales floor for POS while consumer devices lack durability and hardware integration. Retailers are forced to look for flexible mobile solutions that are able to adapt to their changing business needs.

StoreMobile's Tablet Gun provides the ultimate flexibility in store systems hardware. Coined the "Chameleon in the store", meaning it can cross a variety of operational needs in a retail environment. It can run as a POS workstation, it can run as an inventory workstation. Operationally, it can change as the needs of the store deem it necessary. It has the ability to run Ethernet, Wi fi, or cell, which makes it Portable, Mobile and Hyper-Mobile. With internet capabilities, the Tablet Gun offers associates immediate access to competitive product and pricing information. Associates are more informed and are better equipped to compete with online sales and provide a better shopping experience for the customer.

StoreMobile's Tablet Gun effectively makes the decision to deploy MPOS simpler and more cost effective. The Tablet Gun can efficiently be integrated into your existing store system instead of as a separate application. POS on the devise is seamless to POS on the registers. In fact, both instances run on the same server, so the mobile is just another register on the server. Software integration and training are no longer a major consideration. Retailers have shown a preference to work with the same vendor for POS & Mobile POS, and the Tablet Gun makes that a reality. By having the mobile POS mirror the fixed POS in look, feel and functionality, retailers can reduce their fixed register investment, and in some cases eliminate it altogether while enhancing the overall customer experience.

Benefits of the Tablet Gun Include:

- Flexibility – Perform Transitions from Inventory to front checkout
- Adaptable – Able to work with your ERP and POS software
- Adjustable – Able to flip from Horizontal to Vertical to run POS
- Hyper Mobile – Works Inside and Outside the Physical Store
- Cost Effective - Reduced Technology Cost
- Tough – Hardened to withstand the riggers of a retail environment

Comment from Bruce.

"The key to a successful mobile device within a store going forward is operational flexibility. While it is already a given that any successful mobile device within a store must be extremely durable, to date, there has not been a device that can claim the title of being a "chameleon" within the store. The mobile device of the future must be able to run both the front check out portion of the store with the same effectiveness as it can perform back of the store functions like inventory receiving, ticket printing, and physical inventories. This device, in effect, will collapse the store and allow retailers to greatly reduce or even eliminate cash wraps to better maximize their store selling space. Further, accessing the internet to compete with "showrooming" is extremely important with all the smartphones entering the store in customer's hands. The Tablet Gun has 5 patents that prove it's the device that provides all these capabilities."

JDA MMS is a registered trademark of JDA Software Group, Inc. in the United States and/or other countries

Things Remembered Masters Successful JDA Merchandise Management System Upgrade

Upgrading to newer versions of JDA's Merchandise Management System can be a challenging and expensive proposition. That is why Things Remembered selected RTC Quaterion Group to help them with the version selections and integration process. Things Remembered, the nation's largest and most prominent retailer of personalized gifts, began considering an upgrade from version 4R3 to 7.5 in late 2012. An upgrade was needed to address the need for multi company processing or multi currency processing.

"RTC was a great partner to work with on our JDA upgrade project. The development was completed timely and the RTC staff worked with us as though they were an extension of our team. They often worked nights and weekends in order to help us achieve our deadlines. Their expertise with several JDA modules was exceptional as demonstrated by their ability to document areas of complexity within our legacy JDA code," says Connie Fumich, Director of IT for Things Remembered.

At RTC, we have more than 24 years experience with JDA's MMS, and we have a long track record of successful upgrades with many major retailers. "Our seasoned team of MMS consultants, designed an implementation strategy that worked for their business and accommodated their specific business objectives," said DeVan McArthur, EVP. "Every successful implementation begins with a thorough Business Systems Gap Analysis. This process, although appearing cumbersome and time consuming, is the key to success in upgrading business solutions. "

If you are considering an MMS upgrade for your business, RTC should be the first call you make. We pride ourselves on being the best software & services provider in the retail industry, with a sharp focus on providing the best customer satisfaction and delivering consistent ROI.

24/7 MMS Support Services

Contact RTC today to learn more about all of our MMSxTend solutions 800-993-3944 or www.RTC-Group.com