

## **RETAIL ISSUES: QUOVERA WEBSITE REVISION, EARLY 2002**

A rise in customer expectations, the increase in the value of brands, the explosion of technology, ... Powerful market forces have been dramatically re-shaping the Retail and Apparel landscape.

Add manufacturing collaboration, the proliferation of global sales and service channels, mergers, acquisitions and consolidations and the retail world looks like a very different place.

While the bottom lines of some organizations have taken a big hit during these turbulent times, others have been able to capitalize and drive increased sales, profits and expansion. What are these top companies doing to ensure superior performance today and continued growth and profitability tomorrow?

- \* Improving Integration with Suppliers
- \* Executing Consistently Across Multiple Channels
- \* Fully Leveraging Brand Strength
- \* Effective Pricing & Liquidation
- \* Accurately Measuring Performance

### **Top Retail Issues**

#### **Tight and Smart Inventory Management**

In the past, it was enough to know what was where and how much was selling. Today's top retailers use advanced inventory management systems to manage their suppliers, optimize markdowns and make just-in-time allocation and replenishment decisions. And they don't tie up excessive capital in inventory.

#### **Business Intelligence to Drive Intelligent Decisions**

Your systems have plenty of customer, inventory and sales data, but that data is valuable only if you use it to make smarter and faster business decisions. By using data for business intelligence, you can spot emerging trends across all channels and react to them quickly enough to impact the bottom line.

#### **Instant and Consistent Customer Data**

To identify customers and treat them consistently, your front-line people need access to "single view" profiles with detailed information about current status, past activity and more. If your information is housed in "silos," you're limiting your ability to cement relationships.

#### **Using Collaboration and Technology to Control Your World**

The best companies are leveraging technology to overcome incompatibility and increase collaboration on a global scale.

#### **Leveraging Emerging Technologies**

Web availability. Self-checkout. Intelligent in-store Wireless systems - All of these technologies have the potential to increase sales, customer satisfaction and profitably. Only if you define a clear strategy, select the right technologies and implement them using best practices will you maximize your investment and optimize your opportunity.

No matter what aspect of retail industry you specialize in... no matter where you are in your growth cycle... Quovera has experience with your particular business challenges.

