iVend Enterprise is the core of the iVend Retail solution – the central repository from where master data is disseminated across the business, all the transactions get accumulated and the database gets maintained.

It is also the module which optimizes inventory availability and therefore sales potential, and provides the integration necessary for the customer experience across all channels.
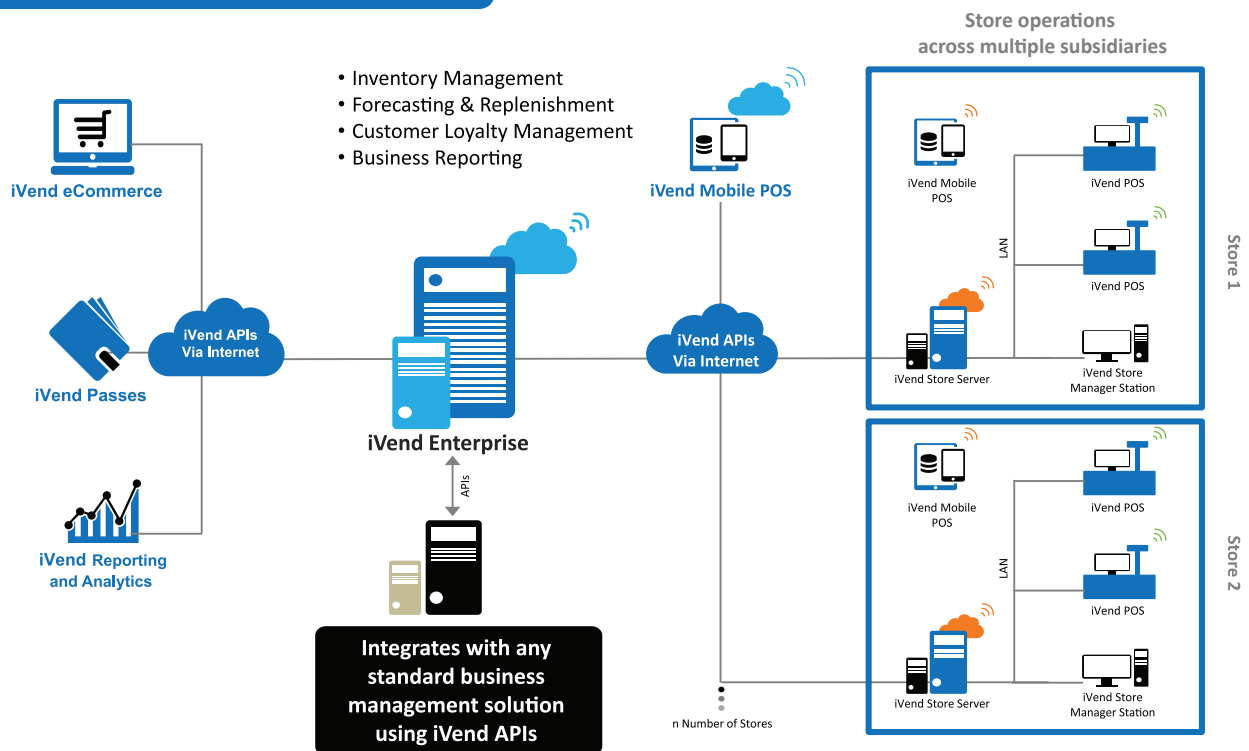
Benefits

- iVend Retail allows retailers to really maximize their sales potential, because their customers can buy the product in so many different ways, even though the inventory they are buying may be in a different store or a warehouse

- iVend Retail is optimized for omnichannel retail so customer service is provided in real time from a truly single stock pool

- For larger retailers iVend Enterprise integrates easily with your ERP or merchandise management system which, with the rest of iVend Retail, makes a fully comprehensive omnichannel solution

- For smaller retailers iVend Enterprise and the other modules in iVend Retail provides a complete business solution when coupled with an accounting package

What Does iVend Enterprise Do?

- Manages the operation of all the iVend Retail modules

- Collates and manages data on all the business transactions, e.g. sales, refunds, returns, store credits, goods receipts, stock counts, etc

- Communicates with the iVend Store, the application used by the store back office staff to carry out their day-to-day business functions like receiving of goods

- Enables a single view of inventory and customers across the business including the subsidiary companies

- Provides a range of inventory management functionality, most notably forecasting for continuity items and replenishment

- Enables a common and consistent customer experience across all channels the customer uses

- Gives extensive management insight into all aspects of the business

- Includes tools and capabilities to easily integrate the solution with other applications and make customisation easier where needed

- Supports multiple deployment options on-premises or on the cloud

Store operations across multiple subsidiaries

iVend eCommerce

- Inventory Management
- Forecasting & Replenishment
- Customer Loyalty Management
- Business Reporting

iVend Mobile POS

iVend Passes

iVend APIs Via Internet

iVend Enterprise

iVend APIs Via Internet

iVend Reporting and Analytics

APIs

Integrates with any standard business management solution using iVend APIs

n Number of Stores

iVend Mobile POS
iVend POS
LAN
iVend POS
iVend Store Server
iVend Store Manager Station
Store 1

iVend Mobile POS
iVend POS
LAN
iVend POS
iVend Store Server
iVend Store Manager Station
Store 2

VIRROO   SAP

Key Functionality

iVend Enterprise provides the following functionality:

Data Management

- Centralized management of all configuration options such as user rights, POS management, tax policies, templates, images, etc.

- Master data management for products, prices, promotions, stores and customers. Includes managing catalog product numbers alongside regular product numbers to facilitate a single stock pool

- Multiple merchandise hierarchies for the same product to facilitate planning, forecasting, replenishment and reporting

- Real time data replication between stores and headquarters up to every 30 seconds. This means that the master data and the transactional data are visible across the entire network. iVend Enterprise has visibility of store inventory complete to the last few seconds. This ensures click and collect orders (orders for collection in store) can be processed with a very high level of confidence and fulfilment can be made from local store inventory

- SMS integration in iVend Retail has been incorporated with the aim of benefitting retailers and their customers. Retailers can now send SMS notifications to their registered customers

- Gross profit or margins calculator on the product helps determining the item cost, margins, markup percentage, and coefficient of the product. Using these parameters, a retailer can calculate the most appropriate price of the product. The calculation of the price can be done from the product screen

- Currently supports sixteen languages

Audit Logs

Tracking of the changes done in the application are done Via Audit logs.

- Allows for tracking of the changes made in the application. All operations like Addition, Update and Deletion are logged in the application.

- This feature is available across master data such as product, customer, price, item cost, etc.

Cost Protection

Cost protection feature allows user to configure the system to block the sale transaction if an item is being sold below cost and prompt for manager override.

Management Insight

- Management dashboards for all KPIs

- Two tools available namely Report writer and Dashboard designer for novices and advanced users

- Visual query builder for analysis

Multiple Subsidiaries

Define and create multiple subsidiaries, which are separate legal entities. The head office can manage and distribute master data from iVend Enterprise with a consolidated view of:

- Sales across subsidiaries

- Payment collection across subsidiaries

- Stock Status across subsidiaries

Each subsidiary can have its own tax structures, item costing, customer balances, and promotions. Retailers can define local currency, display settings, time zones, replenishment plans & policies across subsidiaries from the head office.

Inventory Management

- Maintains a single, real time stock file for inventory management efficiency

- Provides full cost based inventory accounting using standard or average costing

- Statistical forecasting of demand using a variety of statistical methods and an automatic best pick option

- Replenishment based on a variety of factors including lead time, minimum replenishment quantity, replenishment sources and pack sizes or units of measure

- Pricing management and a sophisticated promotions engine for defining and managing promotions across all channels

Multiple Locations

Multiple locations can be defined for effective back office inventory management. For example, users can define locations for returned items, defective items, etc.

Functionality of default locations for sale, returns and fulfilment is now extended to the POS master. This will allow user to set a specific selling or return location per POS

Customer Experience

- Provides cross channel visibility of all customer incentives
- Supports the management and execution of comprehensive and consistent customer experience across the entire enterprise
- Supports multiple comprehensive loyalty management programs allowing different schemes to be run for different purposes or customer segments
- Supports an enterprise wide gift card program
- Supports electronic coupons or digital passes across all channels

Deployment and Technology

- Can be deployed on-premise or on the Cloud as appropriate
- Stores can have a store server and the POS devices can be linked either to the store server or directly to iVend Enterprise over the Internet
- Whatever the configuration chosen, full resilience is maintained even if network connections are lost for a period of time. The replication engine ensures referential integrity is maintained when the network connection is restored.
- Stores can be defined as company owned or franchisee and the options available change accordingly
- Stores can be grouped for reporting purposes and for pricing, taxation and inventory management purposes
- The iVend Retail suite currently runs under the Microsoft operating system using the Microsoft SQL Server database

Design Capabilities

POS Interface Designer

- Pre-packaged and editable design templates for different industry verticals
- New layouts can be created based on retailer's preferences
- POS layout can have multiple button panels
- Numerous controls and operations available ensuring complete flexibility
- Ability to import POS layouts from test to LIVE environment

User Experience

Notifications

Inter-store communications is key in a retail environment. Notifications enable sending and receiving inter-store notifications for the following back office transactions:

- Stock Transfer Request
- Stock Transfer Shipment
- Purchase Order
- Goods Receipt
- Goods Issue

- Goods Receipt PO
- Goods Return
- Coupon
- Bonus Buys
- Promotions
- Query Based Alert

The communication template for each transaction type determines the users who are notified when a particular transaction is initiated or completed.

Notifications to users can be send as in-app messages, e-mails and SMS. Administrator can create ad-hoc query based report that can be sent to others users available in the system

Automatic Updates

The Automatic-Update functionality enables retailers to receive product updates Over the Air. iVend Configuration Manager helps the administrator decide an appropriate time to upgrade the system, eliminating the need to individually upgrade each station. Once the upgrade is initiated at the central location, different iVend components automatically detect the upgrade which apply sequentially.

Quick Entry Form for Product Master

Create and manage multiple products at the same time with the new interface. It has multiple tabs which contain information for creating alternate items, upsell items and matrix items

iVend Retail has been incorporated with the aim of benefitting retailers and their customers

Integration to Other Systems and Customisation

- Includes pre-built integrations to standard ERPs, such as

  - SAP IS-Retail
  - SAP ECC ERP
  - SAP Business One
  - Microsoft Dynamics NAV
  - SAGE

- Includes a range of APIs to support integration to other applications

- An extensibility toolkit makes it easier to add customisations where unique functionality is required

iVend Extensibility

iVend Extensibility provides an Add-on framework to enhance and extend the business logic of the application as per new business requirements of retailers that arise due to growing business needs

- Facilitates to extend UI (User Interface) layer

- Creation of User Defined Field (UDF) and User Defined Table (UDT)

- Includes facility to extend Business Logic as well as new Business Rules.

- Publish Add-on per store level and prioritize execution

- iVend DB Context is accessible for SQL Queries execution

- iVend Retail provides a rich bundle of API functions that can be leveraged to integrate with any standard ERP

- Extends the ability to integrate with third party Payment Processors

- Allows the events to be overridden for most of the activities application performs

- iVend Extensibility user defined field support is now extended to stock transfer location and merchandise hierarchy