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Ontempo Systems Simply the Best

In 2014 the decision was made to roll out Ontempo Store as the POS of choice for the number one shoe chain. Ontempo were selected after independent research confirmed they were simply the best provider. Ontempo also concurrently assisted with the Ecommerce integration for Number One shoes that has allowed them to take online advantage and become a strong Omni-channel retailer.

Number One Shoes engaged internationally experienced independent consultants who completed a Vendor Matrix Review of the top fashion retail systems in the market in Australasia, the ten key criteria were determined to be: Functionality, Usability, Flexibility, Purchase Cost, Product Stability, Service Delivery, Ongoing Cost, Future Proofing, Company Stability, and Approachability. Focus groups from the executive teams of leading retailers including top CEO's, Finance, Operations, Merchandise, Marketing and Human Resource executives then scored the systems.

The result, Ontempo definitively the best fashion retail system; placing in all categories and taking out the number one spot across eight of the ten criteria!

Omni-channel Retail for Number One Shoes with Ontempo

"We've got stores and we've got web and we've got distribution centre sending stock and having customer interaction and all of that was channelled back through one source (Ontempo) so there were multiple seamless touch points for the customer in a retail environment where the customer is King."

Matt Heap

Consultant & Ecommerce Project Manager for Number One Shoes

Number One Shoes is New Zealand's largest footwear retailer with 51 full retail and 3 outlet stores spread nationwide. Number One Shoes operates large format retail stores and offers an extensive selection of men's, women's and kids' shoes, and have something for everyone. Number One Shoes has undergone exceptional growth since its beginnings as Shu-Bar in Hawkes Bay the 1980's. Since 1996 to the present day they have retained Ontempo Retail powered by 20/20 as their key operating system. Ontempo have continued to refine their systems and provide seamless solutions for Number One Shoes including their recent implementation of Ontempo Store POS, RF gun technology and their online Ecommerce integration that has assisted Number one shoes to grow as a leading customer focused Omni-channel retailer within the New Zealand market.

“The Customer is King”, with Ontempo Retail Systems

Matt Heap Retail Consultant from RGroup was engaged to project manage the Ecommerce launch for Number One Shoes. There were a number of projects that Ontempo was involved with in order to make this a reality a key driver being the ability to access accurate and real time data at point of sale.

Matt explains that the previous system was “a bit of a dumb POS”, and that Number One Shoes “needed to have an integrated point of sale which is one of the massive benefits of using Ontempo...as a prerequisite project in order to move forward and make sure we could deliver a customer experience that is both robust and thorough and is relevant for what our customer experience should be, we needed to put the Ontempo suite throughout the organisation” The decision to do so came after careful research and , “Hamish Grant the IT Manager at the time identified that this was the best approach”, and rolled out the Ontempo Store implementation at the same time as the RFP to choose an Ecommerce provider was put out to the market.

The winner of the bid to provide leading retailer Number One shoes Ecommerce platform were Solutionists, Matt explains, “we chose Solutionists, one of the youngish players in the retail space, however they have a lot of depth of experience and they had also done a lot of work with Ontempo so just in terms of fit the Ontempo/Solutionists suite was definitely something that we were encouraged by when we selected them as preferred Ecommerce supplier.”

Ontempo delivers strong customised solutions for the web, Matt explains the Number One Shoes site, “utilises an application called web services which is a type of middleware that they (Ontempo) have, which is very strong and saves us a lot of issues around our integration..” Matt explains further, “really when you are implementing an ecommerce project there are two major things, first the quality of the data and second is quality of integration and because we got to a point where there was one source of the truth for all information which was Ontempo ... everything we put up to the web was only coming from that one place with solid integration and therefore there was no anomalies that occurred ...accurate and timely data across systems was the key.”

Successful marketing and promotions are the corner stone of any successful retailer and as Matt speaks highly of the accuracy and flexibility of Ontempo’s pricing and promotions applications and most importantly their customer centric software, he says, “another positive is that within the Ontempo suite they have a customer database as well, so it means basically that the customer knowledge, transaction history and acceptance of those customers when they were purchasing was all very fluid and streamlined it wasn’t like they had multiple systems dealing with customer data.” Matt explains that this accuracy and fluidity between channels and the updating of information in real time across all these channels is vital to Number One Shoes operation as an Omni-channel retailer, “We’ve got stores and we’ve got web and we’ve got distribution centre sending stock and having customer interaction and all of that was channelled back through one source (Ontempo) so there were multiple seamless touch points for the customer in a retail environment where the customer is King.” Further, “this has opened a huge opportunities for customers to shop multi-channel but not really be treated any differently depending on the channel as subsequently they (Ontempo) have implemented, return to store and click and collect which really means its opened up customer choice so the business hasn’t been hamstrung by the technology and literally its allowed the business to catch up and (take advantage) of what technology can offer. Matt explains that by implementing Ontempo software across their business that this allows Number One Shoes to take advantage of the latest advances in retail technology and that they are able to implement change at their leisure rather than being hamstrung by technology.



Ontempo Retail - The Single System Solution

Of the Ontempo Retail system solution, Matt Heap Consultant for RGroup a leading New Zealand retail Consultancy says, “It’s a very strong solution for a medium to large sized retailer who really wants to sit with one single system and do retailing well.”

Matt Heap rates both the Ontempo systems and the team highly, “one the know their product inside out and two they have covered pretty much every aspect of the retail spectrum in terms of design so they do have a number of solutions not just one.”

Further he indicates that the team at Ontempo are very knowledgeable and helpful and, “they are very approachable they don’t tend to put up barriers, you can just call them up and ask questions you don’t have to send them an email they’ll get back to you on two weeks later”, he laughs.



Ontempo and Solutionists the A-team for Ecommerce Integration

Solutionists are a leading e-retailing and integration specialist based in Auckland, New Zealand and Sydney, Australia. Solutionists have been delivering premium websites and online stores to many successful retailers in New Zealand, Australia and the UK since 2003, including the successful Number One Shoes website launch in conjunction with Ontempo. Solutionists work with many software businesses partners however they speak very highly of Ontempo as their most highly respected strategic business partner when it comes to E-commerce integration. Frank Gilbert, Managing Director of Solutionists says that they have been working with Ontempo since 2007 and says he rates them, "very highly, they are important to us and we enjoy working with them...we know the people we know the systems, we understand each other and we have developed a good working relationship. Tony Schollum, Operations Director for Solutionists agrees, "from my point of view one of the most valuable things about Ontempo is that they are solution focused they are not just stuck in "this is our system this is how your business must operate" they find solutions for the customer and solutions for us while working with them as well."

Ontempo worked together with Solutionists on the systems and integration behind the successful launch of Number One Shoes into the online space, Tony explains, "Number One Shoes had a lot of legacy stuff going on so Ontempo put in a lot of systems during that project as well...that was the biggest thing, knowing where all the stock is...and Ontempo have given them the tools to sort that out...all product data is centralised in the Ontempo system which means all of the Merchandising is automated and it is one of the few systems (that we work with) that actually has all of the product data in it." When it comes to innovative thinking, integrated web stores and up to the minute developments such as the click and collect facility implemented online for Number One Shoes, Solutionists and Ontempo are definitely the integration A-team. Tony explains, "because we work closely with them we are able to get together and just sort of say this is what we are going to achieve and it makes sense that solutionists do this bit and Ontempo do that bit, so those ventures were developed together. Because we can just sit with them and discuss it you definitely get to the most cost effective solution as fast as possible."

The implementation of Ontempo systems has not only greatly improved the accuracy of stock data for Number One Shoes further the Ontempo Retail systems and integration allow for real time updates as Tony explains, "it has got good order status updates so that when the warehouse are processing their orders the website is continuously getting updates of where the order is up to, if it's been picked, if it's been dispatched, if it's been dispatched to the courier what the details are, as well as handling all the gift cards so we can always call their (Ontempo's) web services and know exactly whether a customer has a gift card and exactly how much balance is available on that, ...it's just the depth of functionality that their system covers. From a technical perspective Tony indicates Ontempo have thought through things very well and implemented things the way they should be utilising best practice, Further Tony believes the Ontempo Systems are robust, quick and efficient for example they have excellent product exports and practical updates and as Tony explains, "if they have a massive product update that they need to send an export of all products to us they can queue it up and send it to us in chunks that prevents either server being snowed down with load." Also in terms of an Omni-Channel focus, "they have a similar approach to us in that whatever you are doing in-store you should be able to do online which I guess defines Omni-channel." Ontempo have an open and stable API which makes extracting the data to the web very easy as Tony explains, "basically by exposing all of their features in their API they allow us to do this. They basically wrap everything in this known API so we are not concerned or affected by what is happening behind that with whatever functionality they have behind the scenes" this allows Number One Shoes to easily implement changes to systems and processes in their back end without impacting the outward appearance of their website.

Frank and Tony both agree that Ontempo's depth of functionality means there is already a solution for most things or at least a way to come up with a solution particularly when it comes to inter-channel promotions. Frank indicates "It's the only one where we've been able to integrate their promotions with our systems." Tony explains that Ontempo have, "got quite an advanced promo engine and so do we and the concepts of them are quite similar, so we were able to build integration easily, so that means Number One Shoes set up a promotion for their stores and the same promotion just imports directly into the website and starts working online(instantly) and just saves hours and hours of time and it means when Number One shoes look at those sales in Ontempo's reporting they can see how well a promotion performed both in store and online and it's all in one place which is pretty important."



solutionists

Ontempo Building Long Term Business Partnerships

Ontempo and Solutionists have been able to develop winning solutions for clients such as Number One Shoes and many leading retailers due to their collaborative approach, Frank Gilbert, Managing Director of Solutionists explains, "It's just a comfortable working relationship where the only subject on the table is how do we make this work, there's no "it's not our fault" ...it never gets discussed...then it's where's the best place to fix it so it just makes the whole thing efficient and comfortable."

Tony Schollum, Operations Director for Solutionists also speaks of the easy relationship with Ontempo, "probably for me the most important thing is to be able to deal with their developers directly when we are dealing with implementation ...we deal with their most knowledgeable guys and they provide good documentation and if I have any questions I can just phone (Ontempo) and just get to the bottom of things very quickly...it cuts out a lot of cost"

Ontempo are Solutionists preferred strategic partner, Tony says, "we would rate them as our highest strategic partner from an integration point of view, where possible we would like all our clients to work with Ontempo. Frank Gilbert agrees, "Yes it is a very complete system, and the working relationship with them (Ontempo) is very strong so if we had a choice we would suggest Ontempo."



Ontempo Retail Systems

Ontempo is a New Zealand based developer of inventory software and specialised warehouse systems with over 25 years' experience in this market.

Ontempo has 4 major products and as a specialist software developer can integrate with many other systems.

Ontempo Store is one of the most powerful and flexible POS available. It has been built to support large businesses with many hundreds of POS lanes right down to a single store. It is designed to be easy and fast to install, update and low cost to operate. POS is the leading edge of Retail change and this is where marketers have a major impact. Ontempo Store supports the best and most flexible set of offers and promotions integrated with customer loyalty programs. *"Enrol the staff and the customers in the business"*

Ontempo Multichannel is the umbrella philosophy. Ontempo has successfully integrated with many websites supplied by professional web shop developers. All Ontempo products are part of the multichannel from stores through websites to call centres and picking operations. There is one view of the truth and full access to any customer behaviour from any point in the enterprise. *"Make a promise you can keep"* is the overall philosophy.

Ontempo Warehouse management arises from the recognition that NZ has very small volumes to deal with and that many high volume derived options do not work well here. This has led Ontempo to develop KISware as a free standing warehouse application and to build specialist hardware from a mix of low cost generic components and industrial strength, NZ designed and built specialist devices. KISware is very fast, accurate and complete for all warehouse processes including integration back to ERP systems and forward to most couriers manifest systems. *"12 months or better for investment payback is the goal"*

Ontempo Retail powered by 20/20 is the flagship Retail specialist ERP application that has grown steadily over the 15+ years that it has been operating at many of the best known NZ Fashion Retail chains. Designed to support Colour and Size it has grown and now supports most forms of retail, multichannel and wholesale businesses. From its inception the goals of Management 2000 have been to *"have the right product in the right place at the right time at the right price."*

About Ontempo

Ontempo Retail Systems offer retail software solutions to the New Zealand and Australian market. Our products, ranging from back-end management packages to point of sale systems and various other tools, work seamlessly together to help retailers reduce retail costs, provide a profitable return on investment, and gain the maximum value out of their business.

Ontempo Retail Systems currently offer the Ontempo Retail powered by 20/20 and Ontempo Store software solutions, with Ontempo Manager and Ontempo Connect in development. We offer consultancy, installation, customisation, training and support for all our core products. We also offer infrastructure guidance and support, including the supply of hardware and 3rd party software, VPN and security requirements.

If you're interested in saving money and maximising the value of your retail investment, please contact us to discuss a software solution for your needs.



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