

## Retail Management & Automation

Today's retail management and automation efforts require integration of many processes and technologies, each component relying heavily on one another to pass information. **Primary technologies include home office accounting, pricing systems, store back office applications and point-of-sale**, which are in place to support accounting, merchandising and inventory management practices. With various business departments maintaining specific components of the systems, duplication of efforts and discrepancies in data can occur. A significant setback to obtaining company goals is to have multiple groups working on individual department goals and objectives, while overall leverage of an integrated solution to reduce these redundancies is often missed.

Impact 21 Group works with clients to establish organizational alignment across all roles and processes, which is critical for companies to implement and leverage their technology. Utilizing Impact 21 Group's holistic business models, with documented proprietary policies, process maps and workflows, clients can refine content to reflect key business decisions and company terminology. Through its world class portal, Impact 21 Group puts process and content management in place, providing subject matter expertise and facilitating change across all departments and roles. Progress and accountability are the end result.

## Merchandise Management

Impact 21 Group will facilitate and support the implementation of its unique 13-Step Merchandise Management process by taking an authorized item through each business process to ensure effective execution of retail management. This integrated process is defined in specific detail, mapping each step between store level and support center roles and identifying all key decisions required by the business.

## Operational Execution

Store level workflows are important to ensure quality service and execution of the marketing strategies that have been put into place for your customers. Working with the Impact 21 Group templates to map step by step procedures and conducting time studies to ensure store employees are prepared with the appropriate tools and training will enable you to meet the needs of your customers.

## Workforce Management

Take your workforce management to a new level. Defining the best use of workforce management/labor tools and manual processes, Impact 21 Group provides best practice policies and procedures for managing your workforce to increase sales and reduce labor costs.

## Fuel Management

Fuel management provides the necessary tools for retailers to efficiently and profitably market fuel products at their stores. Fuel Management includes the functionality to manage the movement of fuel through the stores, product movement reporting and reconciliation. Fuel Management provides complete configuration functionality, for all facets of fuel management: Fuel Grades and Items across the Enterprise: Store Fuel Pumps with their unique configuration and authorization settings and Fuel tanks with manifolds. Fuel grades and blends may change with the season or with regulatory requirements. Also included is an Island Card Reader (ICR) Configuration function, which allows headquarters to ensure consistency of ICR Prompts and Scripts across the network.

## IT/Infrastructure

To move from defined business requirements to automation requires a strong alignment between Business and IT strategies. Defining a formal testing and support infrastructure brings technologies to life. Impact 21 Group will provide “real world” recommendations on how to shift your organization’s thinking from a Corporate Headquarter “Command Center” to a Store “Support Center”. It is this paradigm change that is required to support retail operations and fully leverage technology.