



Introducing Ondeq

A sneak peek into a new internal communication, task, and report toolset
designed for retail chains



A Unique Retail Challenge

Retail chains are complex operations with many moving parts. One of the unique challenges is to execute the Corporate plan across all locations simultaneously. Consistently. This requires continuous coordination with a lot of stakeholders up and down the chain: Corporate, Regional Leaders, District Managers, Store Managers, and Associates. This means a LOT of information, email, checklists, logs, documents, portals ... and time.

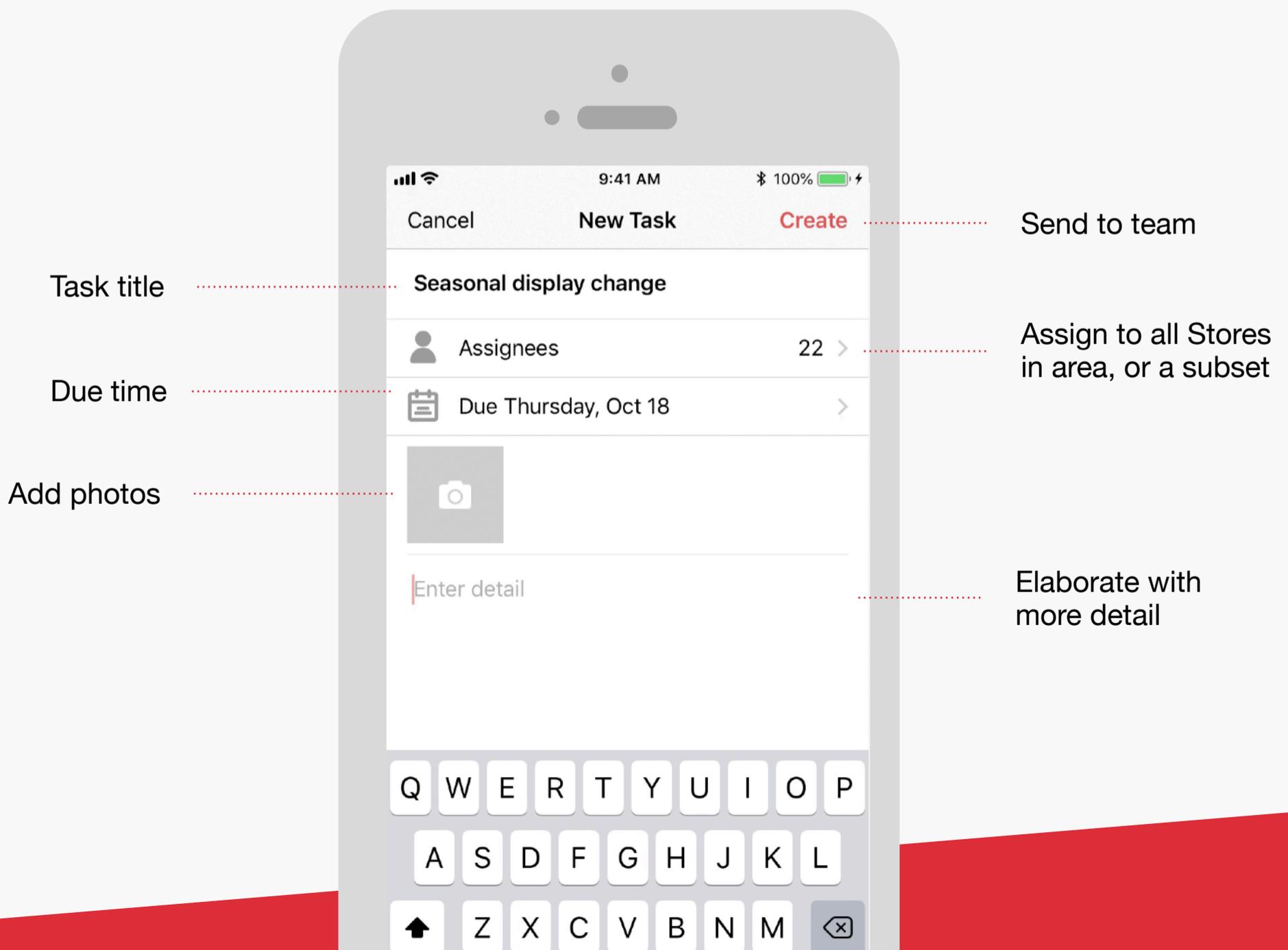
Traditionally, solving these information problems means cobbling together different tools. Or building and maintaining home grown infrastructure with a team of internal staff. With recent advances in cloud and mobile computing, these processes can now be modernized in a fraction of the time and cost. In the following pages we'll preview a new platform specifically designed to help retail teams in their everyday work.



Fingertip Control

Effectively managing a lot of spread out Stores is not easy. It's just not physically possible to be in more than one place at a time. So when something needs to be conveyed to stores, Corporate and the Field often do this by phone, email, text, call, or in person.

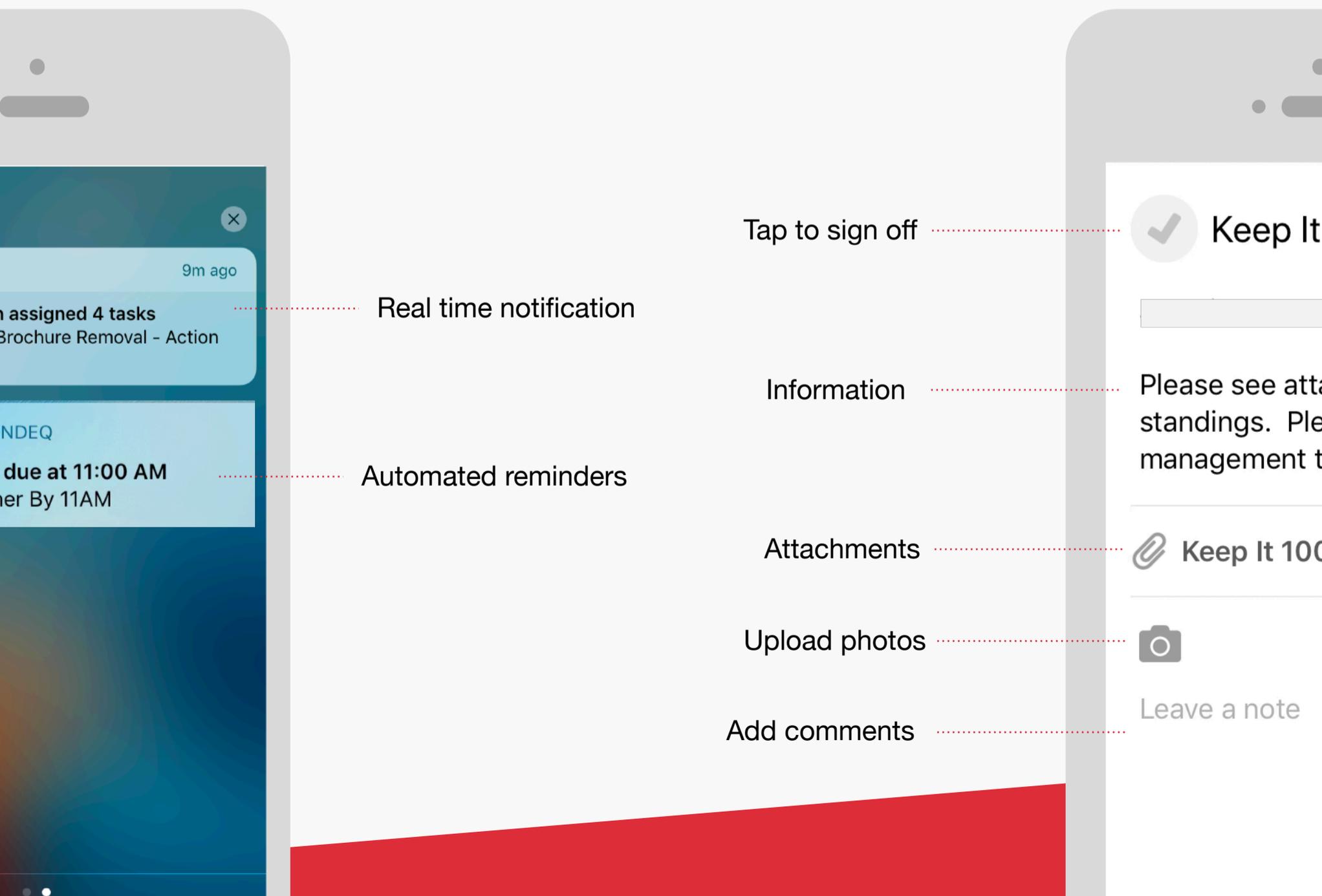
Regional and District Managers are always on the move and live on their phones. It's helpful when they can quickly fire off important tasks or information to all their Stores with a few taps. Corporate Managers can do this too, though are more likely to be communicating from their desk.



2 Way Communication

A lot of teams use email or portals to try and keep everyone in the loop. With these tools it's hard to know who actually reads the content or completes the actions. Imagine trying to follow up with 1,000 people times 10 tasks each, which equals 10,000 different points to track! While these tools have their place, they were simply not designed for tasks and 2 way communication for the fast paced world of retail.

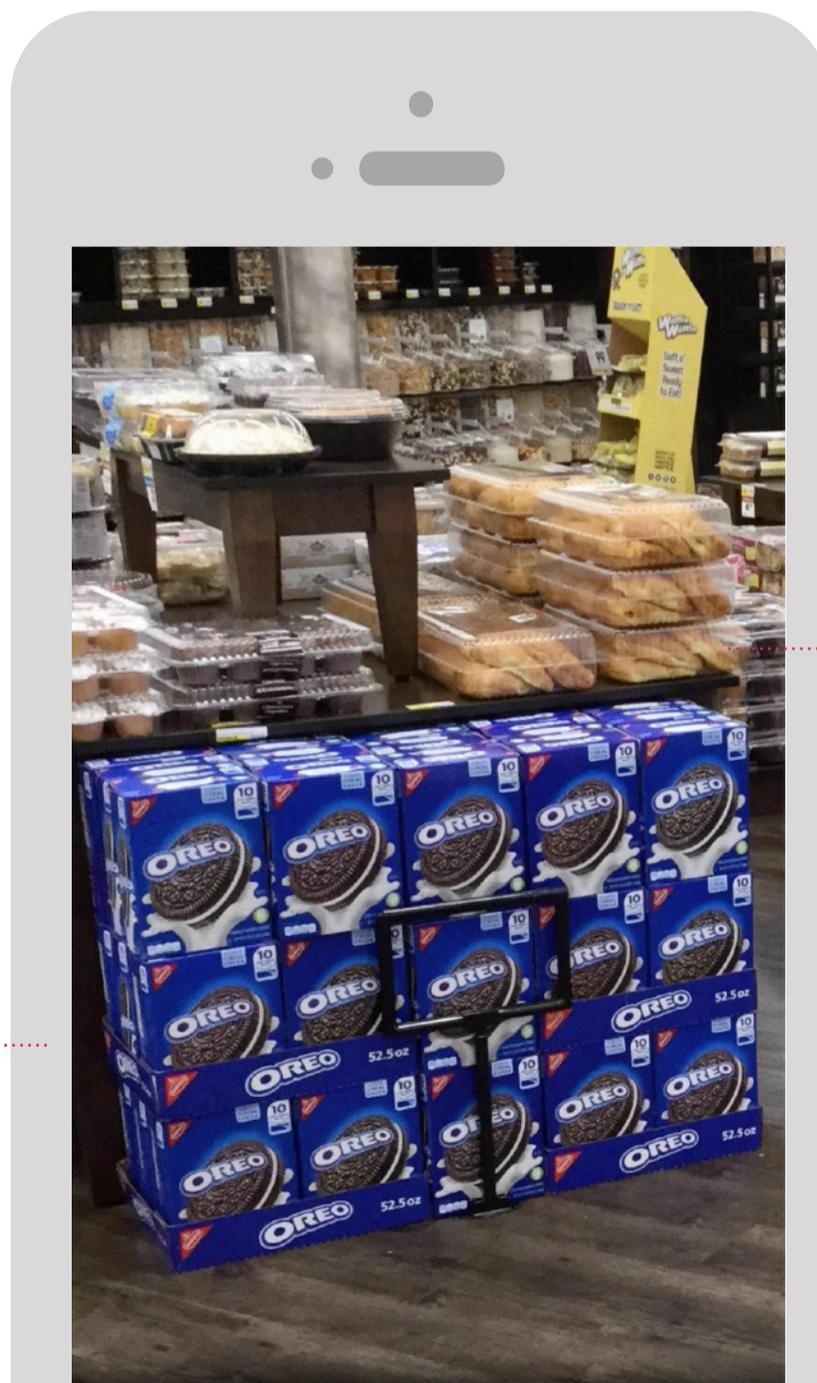
With a modern approach, notifications alert all stakeholders right away as new information is available. Store Managers or Associates are able to view the relevant information right away, including any supplemental content like attachments or images. Sign offs and comments are easy to do with a few taps and sent up the chain through the right District and Region, where they can be viewed right away.



Photos

Visuals are not just useful in the consumer world of Facebook or Instagram, but also in Retail. When tasks are of a visual nature, seeing can help. For example, changing out displays, signage, or cleaning. It's very frustrating when Corporate develops visual standards and then discovers things do not match during Store Visits.

With mobile devices, it's easy for the Field and Store Managers to share high quality photos. This can not only provide confirmation but also help surface potential issues that can be corrected right away instead of days or weeks later during an in person audit.



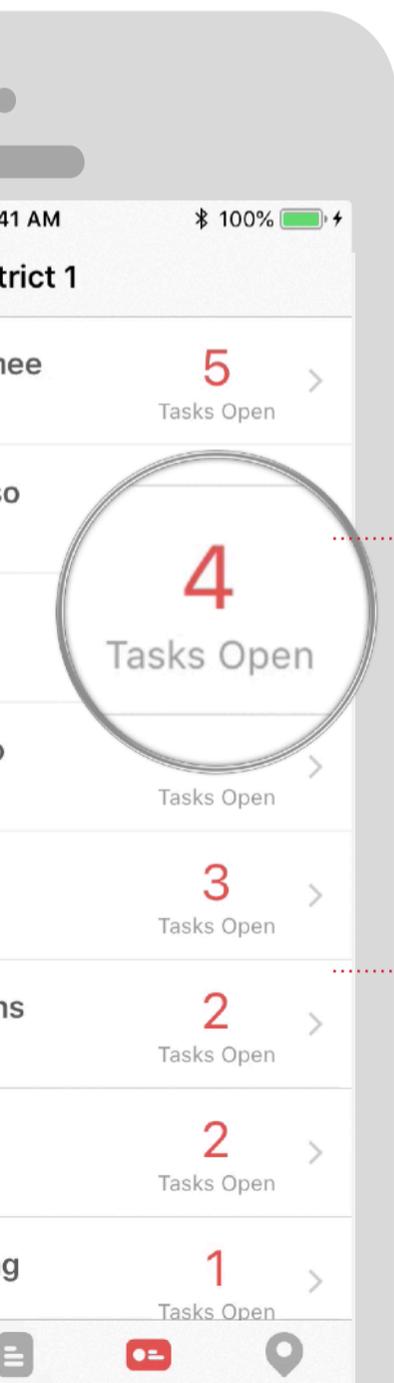
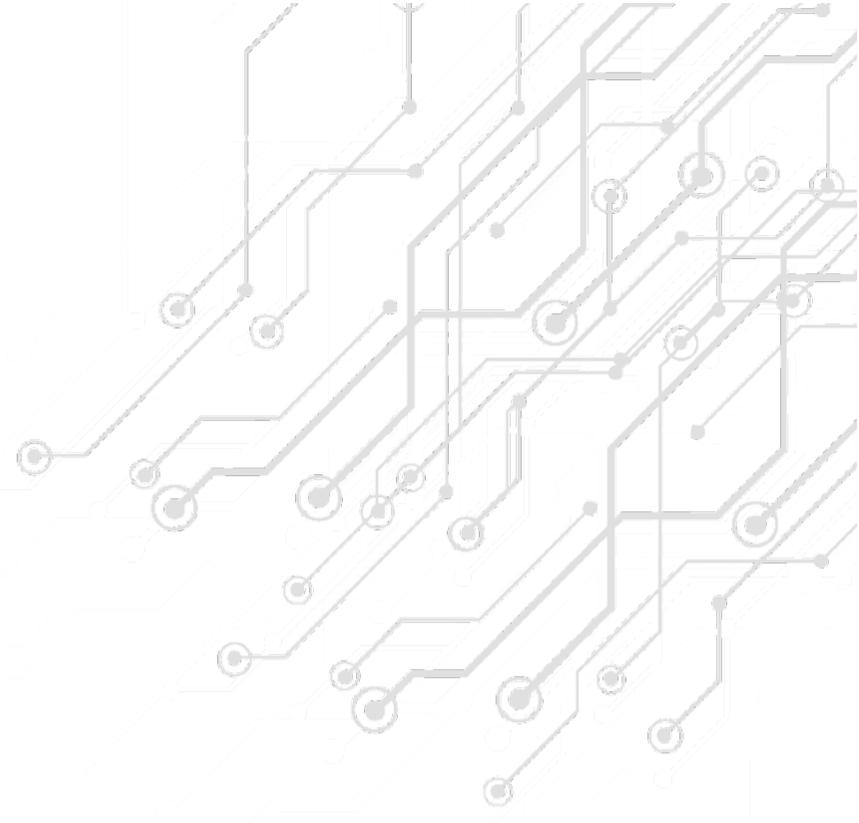
Hi res
photo
capture

Send multiple
photos up and down

Store Reports

Communicating information to Stores is only part of the job. Regional and District Managers need to ensure follow through occurs in a timely manner. Status is usually gathered through periodic in person visits, phone calls, or sometimes slips through the cracks.

Instead of chasing down status from multiple locations, it's a lot more efficient when the Field can check things right from their phone. This lets the Field focus on Stores that need help and ensure everyone gets compliant quickly.



Store level view

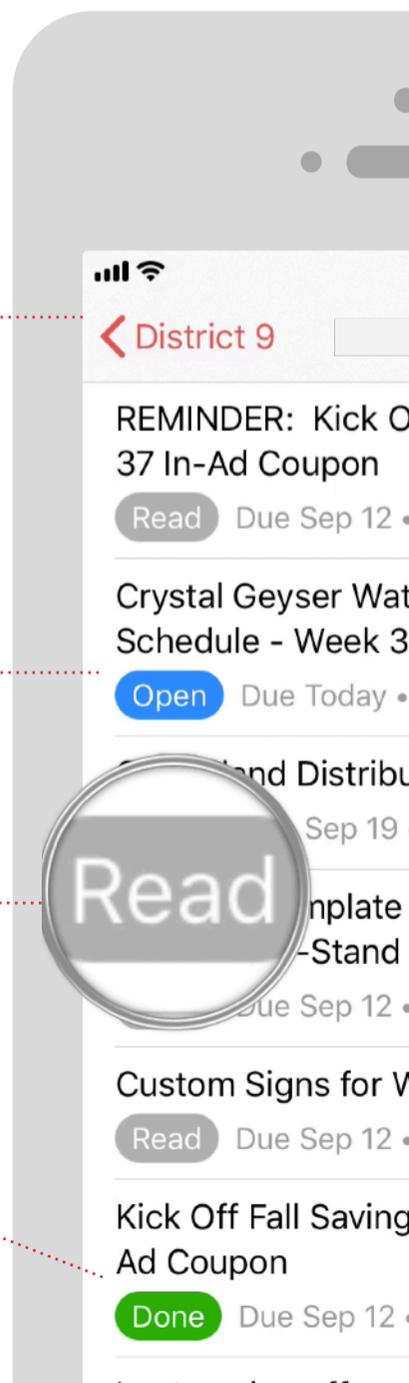
Open items by Store

Open items

Sorted list shows which Stores to focus on first

Read receipts

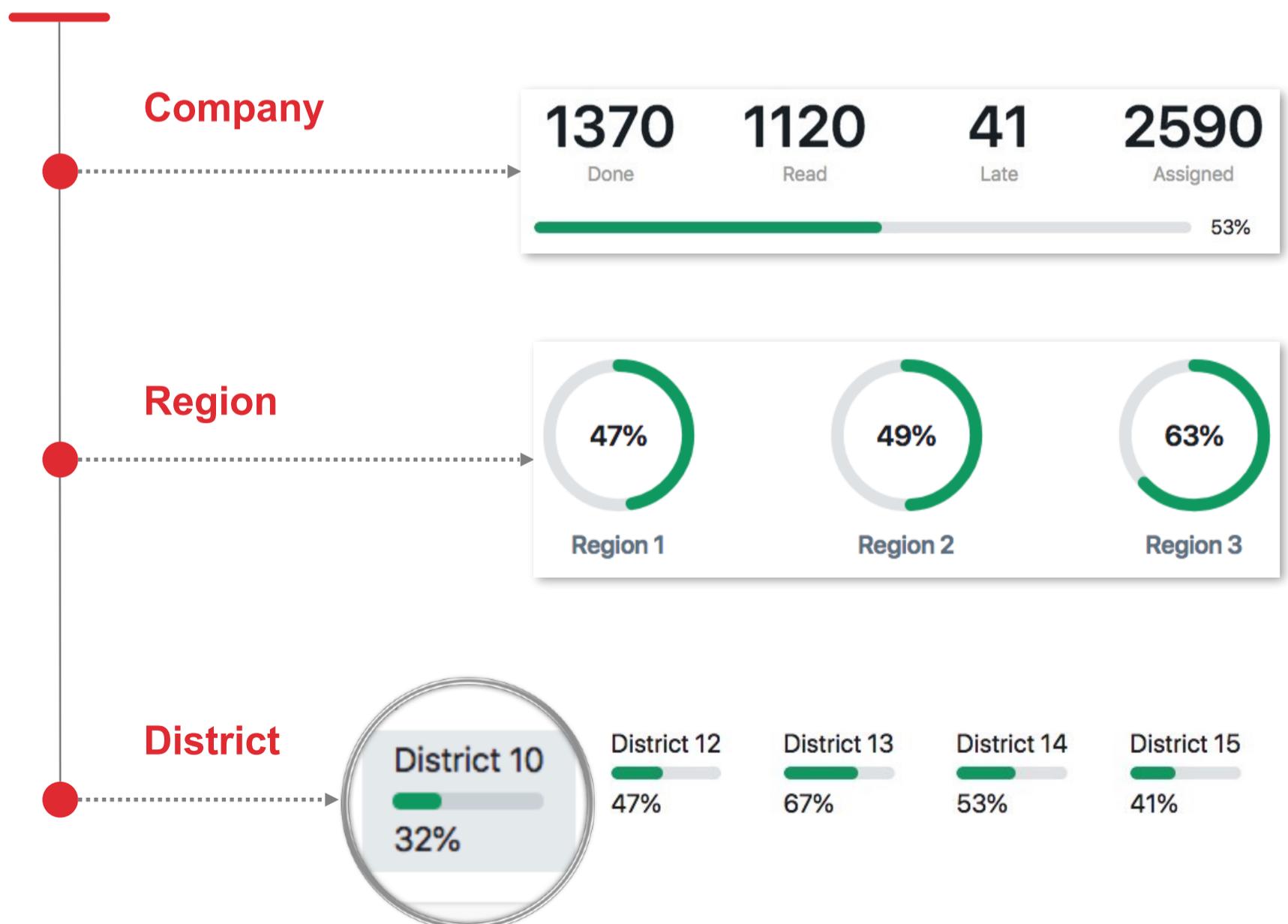
Completion timestamp



Rollup Reports

While District and Store Managers focus on a “Bottoms Up” approach, the Corporate and Regional Managers look at things from a “Top Down” view.

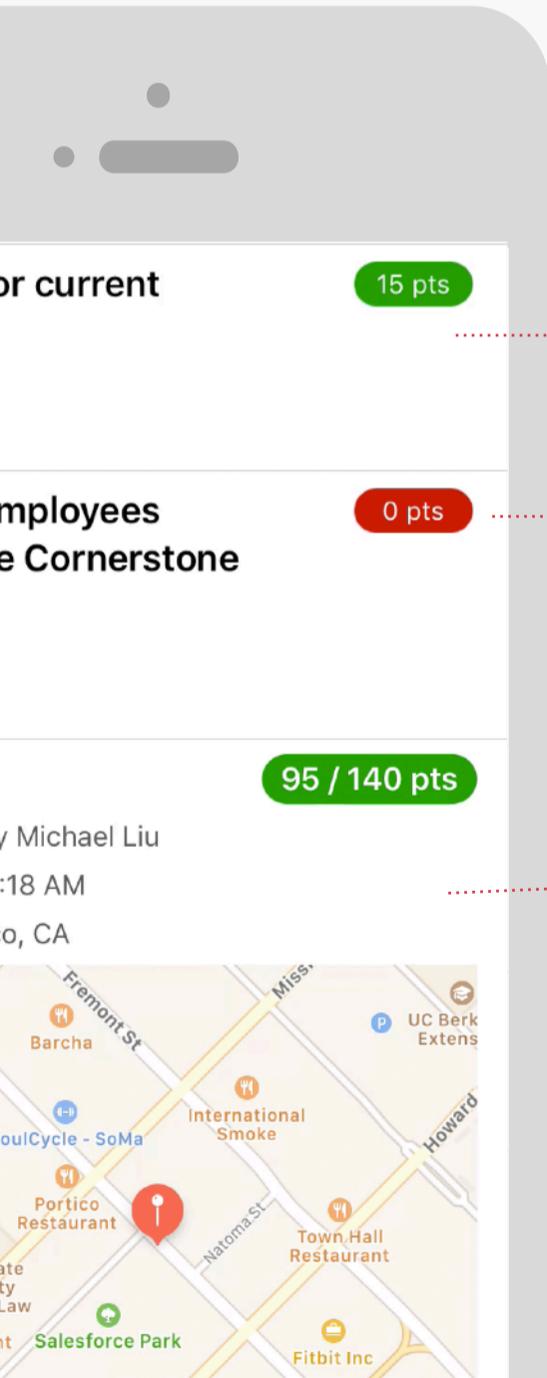
In this real task example below, we can see this Retailer is only 53% complete. Drilling down further we can see that District 10 is lagging behind.



Store Walks

Walks are an essential part of quality control for Store Managers and the Field. Often these are completed on paper and filed away, which is difficult to report on. Or manually re-entered into a system, which steals time away from the Sales floor or higher value tasks.

With mobile, the Field and Store Managers can complete their Walks as they go. Photos and comments can be easily added to help guide corrective action. Prior history and Reports quickly surface issues or recurring patterns that should be addressed.



History from prior walk

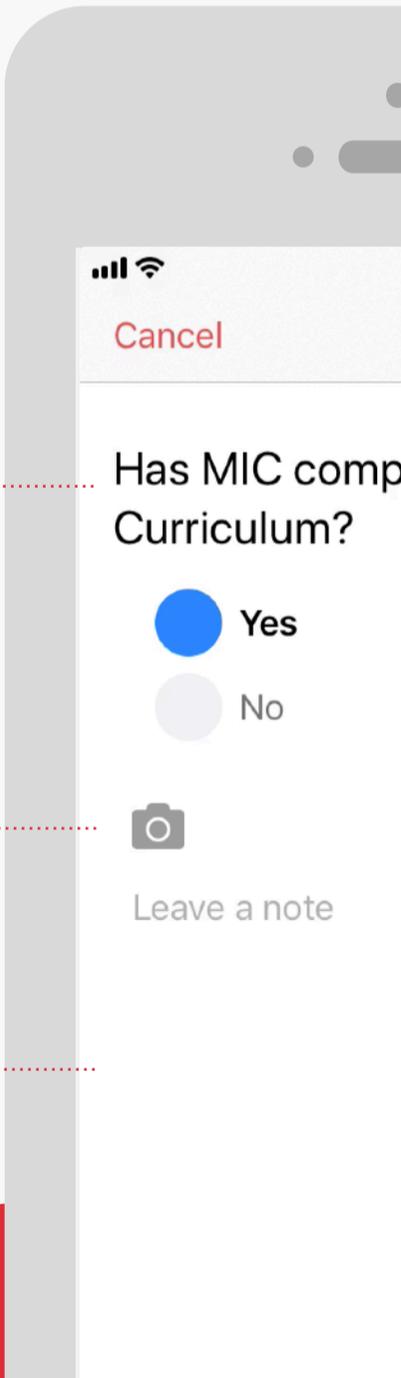
Issues

Automated time and location stamp

Customizable questions

Take photos

Elaborate with more detail



Cancel

Has MIC comp Curriculum?

Yes

No



Leave a note

Bring It All Together

Any one of these new tools by themselves can quickly help a retailer improve their operations. Bringing them all together has an even more powerful effect. Instead of stitching together many different tools, the whole team can simplify their work in one place.

With all the macro changes occurring in Retail, it's never been more important to be as efficient as possible. If your group is evaluating new digital tools, ensure that you are building on a modern foundation that is easy to use for your staff and flexible enough to adapt to changes in your business.

Free Offer

Ready to upgrade your tools? If your operation can benefit from modernizing internal communication or task processes, contact us to learn more about the new Ondeq platform and how it has already helped other retail chains. For a limited time, qualified groups are eligible for a no cost pilot to assess if the solution is a good fit.

Reserve by October 26, 2018



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