

Vendor Performance Manager™

Merchandising Service Organizations (MSOs) and factory sales and service teams can help drive increased sales by properly displaying, stocking, and maintaining merchandise and performing other services at key retail accounts. But monitoring execution status, performance levels, and the quality of work performed by mobile workers in hundreds or thousands of stores is a challenge. Without a system to monitor compliance levels and important metrics in real time and respond to problems and opportunities using best practices, both the retailer and the MSO will be unable to control costs and ensure a consistent and positive customer experience.

Emerging mobile technologies and hardware provide a potential solution to solving the problem. However, the multiplicity of standards and devices make it difficult to roll out these solutions across the chain. Therefore, companies attempt to manage all these projects using disjointed and outdated tools such as email, spreadsheets, and traditional telephones. But these tools cannot provide real-time visibility into customer satisfaction, task completion status, compliance levels, and other key metrics. Nor can they ensure best practice usage by a workforce typified by high turnover rates and uneven motivation and skill levels.

Reflexis Vendor Performance Manager™ solves all of these problems and more by providing a platform of software and hardware – including handheld devices – to ensure merchandising, store re-sets, fixture installations, and other tasks are completed in the intended manner. The program's interface has been highly optimized for mobile devices to enable workers to enter and access important information with minimal key strokes and scrolling. And because the solution is provided as a managed service, MSOs and retailers avoid the high costs and complexity usually associated with traditional enterprise IT implementations.



- ✓ Capture detailed surveys easily with automated questionnaires
- ✓ Provide instant photo verification of executed tasks
- ✓ Procure digital signatures for in-store approvals and verification
- ✓ Send and receive messages between managers, reps, and the home office
- ✓ Access data and reports pertaining to work history, store and location information, worksheets, and photographs

Benefits

VPM drives corporate and in-store initiatives directly to employees at the point of execution. By automating task management at the employee level, Vendor Performance Manager eliminates manual communication and follow-up. With VPM, MSOs can:

- Ensure cost-effective, in-store merchandising execution.
- Improve resource allocation.
- Increase remote project management status tracking with the ability to analyze exceptions to plan.
- Deliver timely and appropriate reporting.
- Verify project completion according to specification with completed checklists, photographs, and signatures.
- Update or change information delivered to the field in near-real time.
- Implement best practice standards across the organization.

Call Schedules – Field rep schedules are pushed to the PDA so that reps know exactly where they should be.

Authorized Sign-In and Sign-Out by Location – PDA provides automated infrared 'beacon' for reps to sign-in and out at call locations to register time and location.

Elapsed Time for Calls and Tasks – The system automatically tracks elapsed time taken for tasks by location, vendor, class, and department.

Suspend and Resume Calls – Reps can suspend and resume calls without losing any data captured during the suspended call.

Training – Reps can access task training and product knowledge documents via hyperlinks to ensure proper execution, as well as to train store associates on the spot with up-to-date information.

Reflexis is proud to deliver rapid ROI as well as sustained growth and profitability to its customers:



Vendor Performance Manager™

Vendor Performance Manager is a robust and flexible mobile workforce automation solution designed to drive task and project management to the point of execution.

Vendor Performance Manager offers a range of input, output, and feature options to meet any need:

Input Options

Reflexis offers several technology options for collecting field data including online Web Entry requiring only access to the Internet and a range of certified PDA devices from hardware partners such as Motorola.

Output Options

Data and reports are generated and available on-demand through a web portal, with core reporting capabilities enhanced by an intuitive drag-and-drop ad-hoc reporting interface to create fast, customized reports to meet any need. Pinpoint reports can be delivered to any level of management online, via e-mail or AMP message.

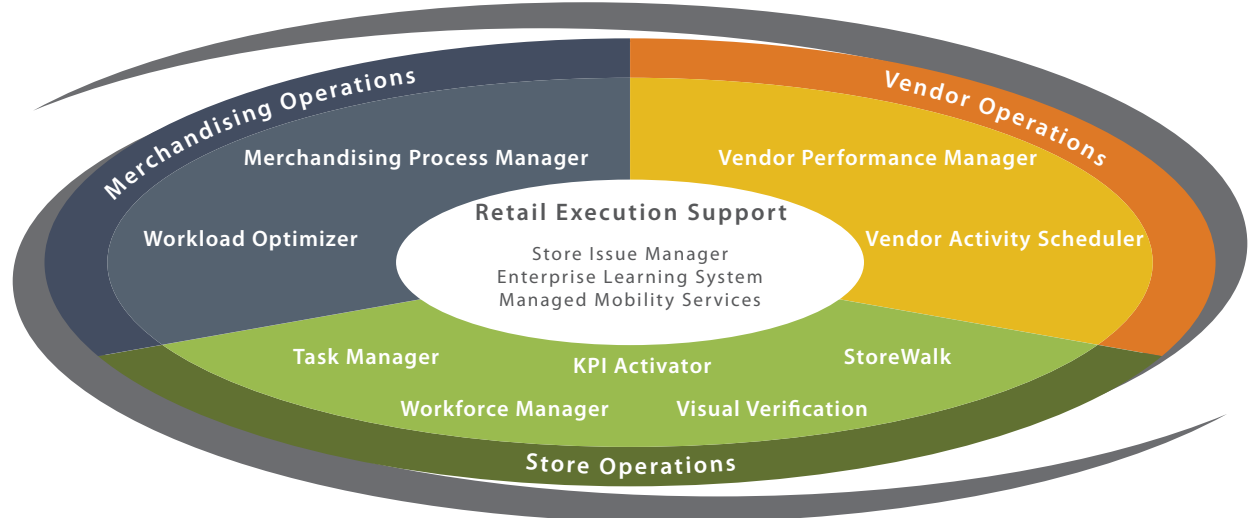
Direct enterprise access to data can be utilized via any ODBC-compliant reporting solution. As well, the Data Bridge option provides an application integration framework and customized reporting to extend enterprise data and reporting capabilities.

- ✓ Real time visibility of project status
- ✓ Send text, links, graphics, and videos directly to PDAs in the field
- ✓ Receive secure, direct network access to your data
- ✓ Extend current enterprise data and reporting capabilities
- ✓ Take photos, scan product codes, and collect signatures using handheld devices
- ✓ Highly optimized user interface for mobile devices enables data input and access with minimal scrolling, keystrokes, and pen taps
- ✓ Advanced filters enable workers to view tasks and other information appropriate to their role only
- ✓ Powerful search feature allows fast and easy retrieval of data such as SKUs by store or department or a list of products by vendor
- ✓ Efficient synchronization enables fast upload and download of data from mobile devices and fast recovery if the wireless connection is disrupted
- ✓ Hosted, managed service solution avoids the high cost and lengthy implementation times of traditional IT implementations

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RETAIL EXECUTION PLATFORM



Retail Execution Management
It's about selling more. Not just doing more.

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