



INFINITY RETAIL MANAGEMENT SYSTEM

Point of Sale Solution (POS) White Paper

This white paper is divided into three sections. The first is an overview of the point of sale (POS) software and retail industry. The second answers the question “Why Infinity and Triquestra” and the third covers some of the main areas of interest in the Infinity product.

Section One: Triquestra Industry and technology overview

With nearly one-third of retailers planning to upgrade their POS in the next two years, the retail industry is ripe for a new wave of technology that can enable new customer-facing applications, speed up customer checkout, improve reliability and reduce total cost of ownership.

Over the last 20 years, POS technology has evolved from electronic cash registers to multi functional, connected PC software; from useful but non-essential business hardware, to software/hardware

combinations that become a critical component of retail management, planning and store operation. Unlike IT systems which take time to show a return on investment, intelligent POS systems deliver immediate business benefit including improved productivity and profitability; customer satisfaction and business intelligence.

Modern Retail systems contribute to higher sales volumes, reduced operating expenditure and improved business processes. As the technology is evolving, retail expectations are climbing – POS systems are now expected to support a retail organisation through enhancing the customer experience and increasing competitive advantage.

To achieve this, POS technologies must be fast and scaleable; and flexible enough to improve the customer experience by adapting as market conditions change. They must enable retailers to sell through multiple channels including in-store kiosks and traditional retail outlets. They must deliver features that improve interaction between the customer and the business – and tie together with other business systems to provide one high standard of customer service regardless of whether the customer walks into a store, places an order over the

Internet or calls a toll-free number. Excellence in POS produces systems that deliver one consistent, impressive view of the retailer for every customer contact.

Not all POS systems are created equal. Presently, one in four POS systems has not been improved for more than five years and so can no longer be considered “fine tuned” to modern market requirements. Such underdeveloped and non-visionary systems hinder retail efforts to maximise retail profit and improve the customer experience. A common culprit is the MS-DOS based POS system. While these systems have traditionally been dependable (and may still function without mishap) they are nevertheless unable to deliver the bottom line benefits of advanced Windows POS solutions.

Retailers looking to upgrade a POS system are beginning to realise the importance of POS. Leaving behind the notion that systems are part of the cost of doing business, they now seek advanced POS technologies that deliver competitive advantage by responding in a dynamic manner to changing customer needs. At the same time, they demand solutions that are reliable, scalable, perform under any circumstances and offer data security. Above all, a system that makes a measurable and sustainable contribution to the business and its profitability.

Section Two – Why Infinity and Triquestra,

Triquestra New Zealand, the parent company of TriquestraUK, is a local and world leader in the delivery of excellent POS systems across multiple retail domains, categories, and time zones. Its core product, Infinity with Microsoft SQL Server, has been intelligently designed with vision and an understanding of the challenges and missions modern retail organisations face. Infinity’s design is particularly cognisant of the need for consistently excellent customer



connection and ongoing customer relationship management. The result is a robust, comprehensive, dynamic application that can be tailored with ease to meet the unique needs of individual retailers and that will integrate seamlessly with other business critical process applications.

Triquestra has a wealth of positive customer feedback for Infinity that reflects the application’s transparency across various industries, differing functional personnel, workflow, processes and other technologies.

Its robust design and intuitive interface ease change management challenges for retail organisations and reduce the need for excessive training. These benefits together with a fast and visible ROI make the already price-competitive Infinity a particularly cost effective application.

The key to the positive and rapid ROI lies in the fact that harnessing the power of Infinity does not require endless hours of technical consultation and development for either Triquestra or the retailer. In its’ key market, the large multiple retail chain, the benefit of Infinity is that once the pilot store has been rolled out, the Head Office facilitates the easy, trouble free roll out of all future stores, with no practical restrictions on store or item numbers. Its solid open architecture with powerful data management delivers sustainable worth to customers and leverages existing retail expertise and experience.

Some Worldwide Users...

Angus & Robertson, Pumpkin Patch, Foodstuffs Ltd.

Angus & Robertson

Angus & Robertson are Australia's largest bookseller, and with 170 stores it is more than twice the size of its nearest competitor, with company owned and franchised bookstores situated in every state and mainland territory of Australia. The Angus & Robertson name has a proud heritage in bookselling and Australian literature, and is one of the most recognised retail brands in the country. In particular, they take advantage of Infinity's real time functionality and powerful transaction tracking to provide up to the minute stock control and prevent refund fraud.

Pumpkin Patch

Pumpkin Patch currently operates 18 stores in the UK. Worldwide they employ over 2,000 people, produce 1,600 styles per season, and their fashion forward children's wear is sold through over 135 Company stores worldwide. The collections are currently available in numerous countries and regions including New Zealand, Australia, the United Kingdom, Ireland, the United States, and the Middle East.

Pumpkin Patch predominantly sells through its own store network in New Zealand, Australia, the United Kingdom and the United States. They have also developed a number of other successful approaches to selling their products internationally including forming partnerships with successful international retailers such as David Jones in Australia, Nordstrom in the United States, Jawad in the Middle East and Roches in Ireland.

Pumpkin Patch has a strong history of revenue and earnings growth, with analysts forecasting approximately \$280 million in sales in the 2005 financial year.

Pumpkin Patch is at an exciting stage in its development with a strong and growing core business in New Zealand, Australia, United Kingdom and international sales offering



future growth opportunities by opening stores in the United Kingdom.

An ongoing worldwide Infinity roll out enables Pumpkin Patch to track their sales and stock worldwide at a single Head Office location, optimizing their stock holdings at each store, reducing valuable capital previously tied up in stock around the globe.

Foodstuffs

Foodstuffs (NZ) Ltd, with their several outlet chains, use a bespoke development of Infinity to manage their stock and sales across several hundred stores in the busy grocery retail sector.

Infinity, with its truly relational and distributed database structure has the necessary size to cope with the millions of daily transactions and stock movements, whilst offering real time pricing flexibility.

From small beginnings in 1925, the Foodstuffs organisation has grown to become the country's biggest grocery distributor and one of New Zealand's largest businesses.

Despite its phenomenal growth, Foodstuffs remains 100% New Zealand owned and operated with all profits and taxes remaining in New Zealand.

The organisation consists of three separate, regionally based, retailer-owned co-operative companies and a Federation body, Foodstuffs (NZ) Ltd, which is based in Wellington.

Section Three – Infinity Retail Management system

As technologies have evolved in recent years, market expectations of what a retail point of sale system should deliver have escalated. Today's retail operators and IT managers want a single platform, scalable POS system at an affordable price. They are interested in a robust POS database structure and a foundation that enables them to include their unique business requirements. Retail Management has never been easier than with Infinity Retail Management System. Infinity Retail Management System is a powerful, flexible platform enabling integration with popular accounting packages, merchandising systems and loyalty programs.

RDBMS at POS Ask other vendors whether they have a genuine Relational DataBase Management System at their POS and the answer will probably be "No." Infinity is the POS software solution that uses a genuine relational database -Microsoft's SQL Server 2000 Database Engine.

The Linker (tm)

Infinity has a patented Linker(tm) technology, which allows for a genuine distributed database set-up. Imagine your marketing department wants to know what effect your latest promotion is having on sales. With Infinity, they can receive this information on the fly! Infinity's Linker(tm) technology can be configured for minimal latency ensuring that POS can be seamlessly updated with the latest Head Office configurations within seconds. What's more, sales made at POS can be viewed back at HO as they happen.

The Ice Pack

As well as a plethora of standard text based reports you would expect from a leading POS vendor, Infinity goes one step further with its' suite of Warehouse style OLAP



report packs. Globally referred to as the IcePack (Infinity cube extensions), these add-ons to Infinity can be configured to provide sales, inventory and financial cubes. The power to make informed business decisions will be greatly enhanced when the information you require is at your fingertips.

Total Integration

Infinity is a seamlessly integrated Head Office, in-store Back-Office and Point of Sale software solution.

Head Office Consolidated Reporting

Infinity bundles numerous reports that enable you to 'slice and dice' your data anyway you want.

What's more, Infinity is a genuine RDBMS so you can use your favourite report writer with it to deliver exactly what you want. If you're using Crystal Reports, Report Writer or just plain old ANSI SQL, then Infinity is made for you.

Branch Specific Items and pricing

Infinity will hold all items at all stores, some items at some stores or individual items at individual stores. It's flexible. It also supports separate pricing, different VAT tax codes, and store specific costs. So a regular store one side of an airport and another in the duty free area, can be alternated it with the flick of a switch.

Global POS configuration

Infinity provides you with a consistent tailored appearance throughout all stores -all from one Head Office module. You can set

up a new customer, new item, or new pricing all from one central HO module, and Infinity will ensure that all back office servers and POS lanes are seamlessly synchronised.

ERP Integration



Whether are you are using SAP, JD Edwards, Great Plains, Epicor or whatever! - Infinity integrates with all major ERP brands. Indeed, Infinity is the first EPOS system in the world to link fully to SAP Business One. Alternatively, Triquestra can build a tailored solution for your bespoke requirements.

Desktop accounting integration

Are you using a standalone desktop accounting package? With Infinity's integrated import/export module you can get data to/from most any of the world's top accounting packages - MS Money, Profax, Quicken, Profit, Sage - they're all there. If it's not we can build it for you. You can also use SQL Server 2000's Data Transformation Service to get exactly the format you want for your solution.

Promotions

Using our highly configurable special pricing module, Infinity can cater for almost any promotion including loyalty programs, mix 'n' match, 3 for 2, and seasonal sales. And Infinity manages centrally -just configure it once at Head Office and the Infinity Linker will spread the word.

Inventory

Infinity boasts a seamless inventory solution covering ordering, receipting, stocktaking, stock transfers and adjustments. And because Infinity's inventory management is



branch related, stores know exactly who has what stock where at the touch of a button. Infinity can be configured to run in Apparel mode which allows inventory control by colour/size matrix.

Creditors/Debtors

If you need to track customers and don't want to do it off-line, then Infinity is for you. Infinity maintains suppliers and debtors, tracks payments and outstanding bills, produces statements and aged trial balances and much more. Infinity also includes a personal bookkeeping package as standard.

Back Office

Infinity Back Office is a scaled down version of Infinity Head Office. It offers all the same reporting and configuration features, only this time at a store rather than a global level.

Remote Office

If you want to target a specific store for a 'let's see what happens if' type promotion then simply set your pricing at that store.

Better still use Infinity to configure a remote installation of the store and run it from head office using Infinity's Remote Office installation.

Point of Sale

Here are just some of comprehensive POS features Infinity has to offer: Advanced Product/Customer search facilities

- o Quotation creation
- o Layaway transactions
- o Debtor sales
- o Loyalty sales
- o Branch stock lookup



- o User exits to CRM websites
- o Multi level permission based security
- o Serial number tracking
- o Gift voucher tracking and redemption
- o Refunds
- o Transaction suspension and recall
- o Alternate transaction
- o Scale links
- o Customer ordering at POS
- o Account payments
- o Branch Specific Items and pricing
- o Configurable GUI in Standard, Touch Screen

Ease of use

Through extensive trialling, we've developed a POS solution that's easy to use, combines the benefits of Windows programming with a firm structure, and still provides a tailored graphical user interface.

User Interface

Whether you plan to use touchscreen monitors, navi keys or dynakeys ; Infinity can be configured to run in any of these modes. What's more you can even mix 'n' match modes within a store.