RETAIL

Yourcegid Retail **Y2**

Yourcegid | **RETAIL**
Software for Business

Cegid
Cloud Services & Software

YOURCEGID RETAIL Y2
Software for connected Retail

Omnichannel Retail Management
Clienteling & CRM
Merchandise & Inventory Management
Point-of-Sale Management
Staff Management

Budget & Forecasts
Procurement & Sourcing
Finance & Internal Control
Internationalization
Retail Intelligence

YOU ARE PART OF THE CONNECTED RETAIL COMMUNITY

Your customers have changed. They are now connected, mobile, highly informed, and present on all channels. They have turned traditional business models, your organization, and even your job upside-down.

Your customers are driving change in all areas of retail.
You are embracing globalization.
You are living in the era of connected retail.
YOU ARE Y2.

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Yourcegid Retail Y2, Software for connected Retail

YOURCEGID RETAIL Y2 AND
# THE DIGITAL
TRANSFORMATION

TODAY'S CONSUMERS ARE CONNECTED VIA THEIR SMARTPHONES, TABLETS, OR COMPUTERS, WHICH HAS RADICALLY CHANGED THEIR SHOPPING BEHAVIOR AND SHOPPING EXPERIENCE.

In this new context, retailers now face new challenges:

- Managing an increasingly complex inventory and supply chain
- Implementing an effective omnichannel strategy
- Digitizing and connecting stores
- Improving customer experience and loyalty
- Expanding their activities globally

Modular, integrated and customer-centric, Yourcegid Retail Y2 addresses these new challenges and helps retailers **manage their organizations and optimize their customers shopping experience in the era of connected retail and consumers.**

YOURCEGID RETAIL Y2, SOFTWARE FOR CONNECTED RETAIL
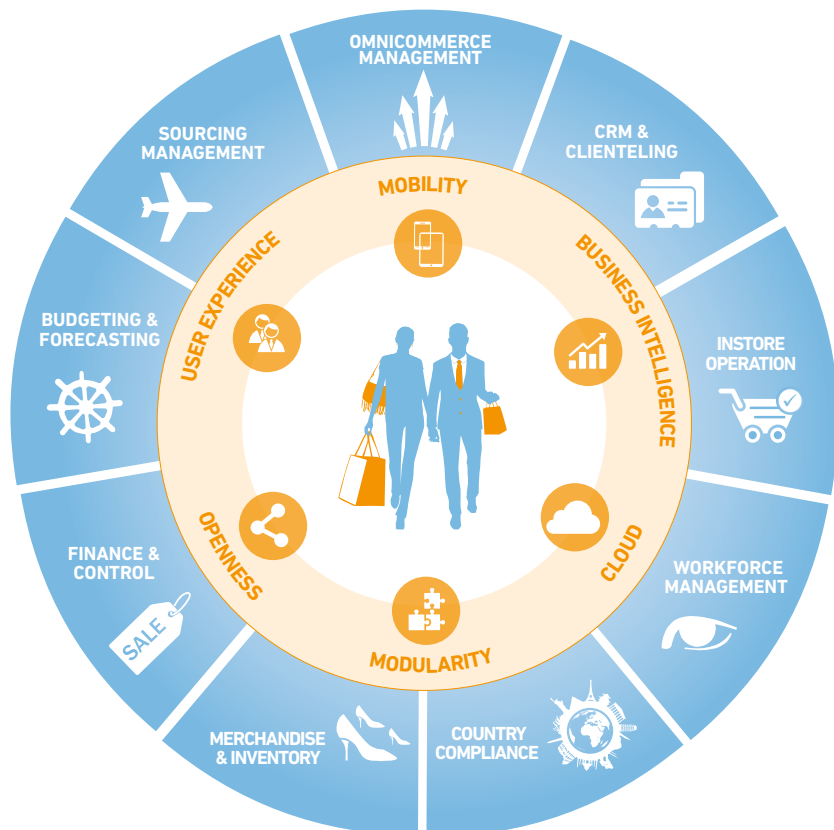
YOURCEGID RETAIL Y2, BOOST YOUR PERFORMANCE WITH A FLEXIBLE SOLUTION

Your development and implementation strategy requires you to take on specific projects related to your information system. Whether you are developing new concepts, rolling out new solutions, implementing a new organizational structure and omnichannel services, or improving supply and inventory management systems, it is imperative that you can rapidly execute your projects in a secure environment. And with Yourcegid Retail Y2 you can do just that. Based on extensive market monitoring and industry innovation, Yourcegid Retail Y2 offers the following features

MODULARITY Our integrated application allows for a deployment in line with your business priorities.

EXPERTISE Built on over 25 years of experience you can count on rapid, secure deployment of your projects.

MOBILITY Multi-platform mobile devices enable salespeople to manage sales processes, CRM activities, and clienteling and store inventory management.

FLEXIBILITY Changes to your processes are easily configured by activating new functionalities or management rules.

UI EXPERIENCE Leading ergonomists actively contribute to Cegid's solutions so that users experience an easy to use, productive and intuitive work environment.

OPENNESS AND INTEROPERABILITY Quickly integrate your existing information system with other applications by setting up inter-application communications in real time. This is based on secure data exchange via web services.

RETAIL/BUSINESS Rich variety of functions covers all omnichannel retailing needs, from supply to sales.

INTEGRATED INDICATORS AND ANALYSIS TOOLS Rapidly generate reports and dashboards that you can customize and distribute to your employees.

CLOUD SERVICES Available on premise or in SaaS mode to meet the requirements of your IT strategy.

INTERNATIONAL Localized solutions are available in more than 20 languages and integrate the best practices of international business.

MANAGING YOUR
OMNICHANNEL STRATEGY
WORLDWIDE

WHAT IF YOU USE THE SAME PLATFORM TO MANAGE ALL YOUR IN-STORE PROCESSES, ON-LINE SALES AND OMNICHANNEL SALES?

These days, retailers offer various channels to shop and interact with their brand. Whether online or in-store, the consumer wants to know product availability, be recognised across all channels and benefit from promotions and loyalty programs. Moreover, process such as Click & Collect have become habits enabling the consumer to reserve a product online and collect later from a store of their choice.

Efficiently implementing omnichannel services is a challenge for retailers, both in terms of the business model and internal organization model, and the integration of channels into the information system. With Yourcegid Retail Y2, you can make a natural and long-term shift to an omnichannel approach without starting again from scratch.

Yourcegid Retail Y2, with its customer-centric focus, enables you to efficiently manage an omnichannel strategy. A single, centralized database is shared across all your channels and updated in real time with customer data, products, prices, stocks and sales. Our service-oriented architecture enables sharing and collaborative database management.

Yourcegid Retail Y2 offers all the functionalities necessary for central management of all sales channels, increasing customer service levels and boosting sales

Managing your complex scenarios is easy:

- Customers check the availability of an article on the website and pick it up from the store of their choice.
- They pay all or part of the purchase in advance, as dictated by your sales terms.
- The store is informed, confirms availability, and puts the item aside.
- The customer receives a text message when the item is ready to be picked up.
- Once in store, the customer can add more items to the purchase.
- The customer pays the full or remaining balance.

This type of service not only sets you apart from your competitors; it strengthens your customers' loyalty. Store traffic increases to the delight of the sales staff that stops seeing the online store as internal competition. And the average shopping basket increases as it promotes upselling when items are picked up in store.
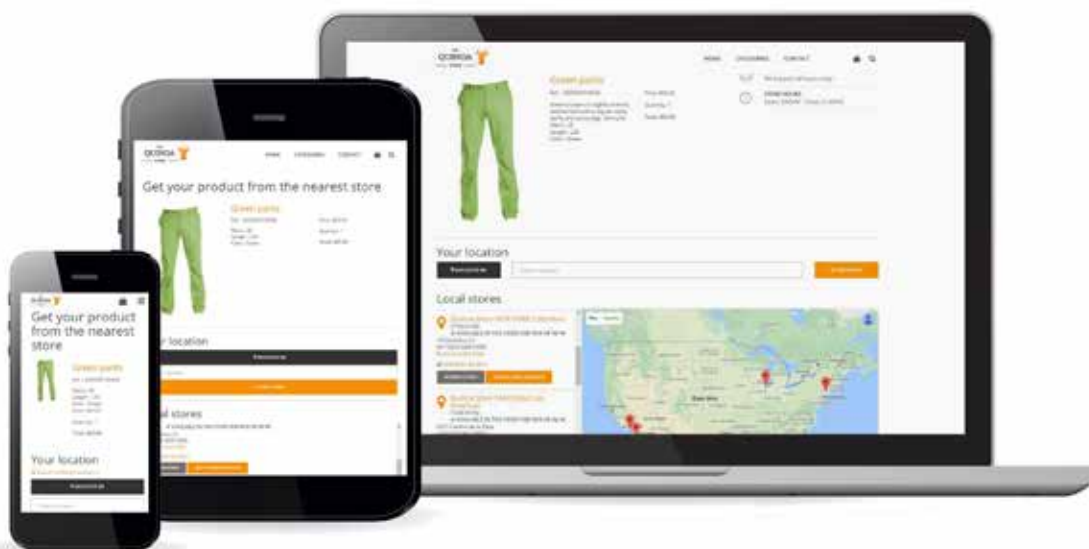
OMNICHANNEL RETAILING ANYWHERE, ANYTIME, ANY DEVICE

Yourcegid Retail Y2 has been designed to handle all of your interactions with your customers no matter where they occur, anytime and from any device, as part of your omnichannel strategy:

- Items reserved on the internet, deducted from the store's inventory and picked up in store.
- Items purchased on the internet, deducted from central inventory and picked up in store.
- Items purchased on the internet, deducted from central inventory and delivered to the customer's home or a pick-up point.
- Items purchased in store, deducted from the store's inventory or central inventory and delivered home or to a pick-up point.
- Articles ordered on the internet and returned to the store.

TOWARDS UNIFIED COMMERCE

Often a sale will start online, a spur of the moment search on a smartphone concluding in an online purchase or in-store pick-up. In other instances, the customer is already in the store, ready to buy but the product is out of stock, so you must "save the sale". This is what today's connected customer expects.

Thanks to the strong and in real time integration of your e-commerce platform with Yourcegid Retail Y2, you have a unified approach to data and the capacity to exchange this data in real time via the web. The centralisation of stock, customers, products and prices, etc. is one of the major advantages of Yourcegid Retail Y2. Therefore, Yourcegid Retail Y2 becomes the central platform managing online and in-store process, fulfilling a commitment to unified commerce.

MANAGING THE FLOW OF GOODS FROM SUPPLIERS

In sourcing mode, Yourcegid Retail Y2 enables you to manage your replenishment orders with end-to-end integrated management of multidimensional references. A price management function enables you to manage different supplier tariffs for the same article and respond to demands such as successive markdowns or price per article category. Because you can manage validity periods, you know in advance of any price changes.

Purchase suggestions derive from the restocking calculation. They are sent to the store, where you can modify them or choose to input them manually. Supplier dispute management will help you to manage differences in quantity or value for an entire order or for certain lines of products, with tolerance thresholds that can be adjusted to automatically validate invoices

The approvals function allows you to submit orders that exceed a certain threshold to a manager for validation. Procurement records generated by a supplier order (delivery announcements/slips, supplier invoices/credit notes) can be integrated in a formal or informal structure using EDI.

OPTIMIZING INVENTORY

In addition to **the real-time consolidated vision of inventory**, Yourcegid Retail Y2 **boasts a powerful replenishment and restocking function**. A combination more than to 15 calculation methods can be used to create your own rules. These include:

- Requests from stores (make to order)
- Sales (1-for-1, 2-for-1, etc.)
- Minimum and maximum stock limits per SKU (size-specific) or a group of articles
- Inventory collections by store and article type
- Sales forecasts
- Product lifecycles

The replenishment recommendation enables you to transfer articles from a warehouse to the store and/or submit purchase orders to suppliers.

Use Yourcegid Retail Y2 to homogenize inventory levels using dynamic indicators that factor in the specific characteristics of each point of sale (turnover, coverage ratio, efficiency ratios). A stock rebalancing function using these indicators facilitates transfers.

MOVEMENT OF GOODS

Whether you make to order or make to stock, Yourcegid Retail Y2 is the ideal solution for **tracking your goods in real time from the central warehouse to the stores.** You then have accurate information available at your fingertips on quantities sent, in transit, transferred and controlled to build up a reliable 'available for sale'.

CUSTOMER RELATIONSHIP MANAGEMENT

It is now critical that brands clearly understand the expectations of their customers so that they are able to offer the right product on the right channel at any given time. To centralize all customer data, Yourcegid Retail Y2 is **built on a central and shared B2C CRM database.**

The solution also offers a range of tools for capitalizing on the customer base. There is, for instance, a dashboard giving insights into customer behavior and grouping behaviors into homogeneous categories. This allows you to work with a great many criteria, such as customer attributes, departments visited, frequency of purchases and amounts spent, dates of purchases and non-purchases, etc.

The better you know your customers, **the more relevant your direct mail and email** **campaigns targeted at them will be,** and you will considerably increase the effectiveness of your marketing investments. Use the solution to measure sales generated by your campaigns and gauge their profitability.

Yourcegid Retail Y2 also supports all **loyalty programs.** It manages different types and categories of programs, with integration of rewards such as vouchers and gifts. It also manages loyalty status and much more.

The promotions management function integrates the most sophisticated functions such as the recurrence of trigger criteria relating to articles, quantities or amounts, management of promotional incentives that increase average customer spending. The solution both empowers and simplifies

MANAGING POINTS OF SALE

Since the store is where your customers, products and staff come together, Yourcegid Retail Y2 integrates all functionalities useful to your sales staff at the point of sale. The software also helps you to effectively combat in-store fraud.

PAYMENT SYSTEMS

Yourcegid Retail Y2 has several POS solutions that work on a fixed POS, a tablet or a smartphone. Each one is flexible and can adapt to your store environment, your sales processes and your hardware.

CUSTOMER SERVICE

Its many functionalities enable you to better serve your customers. It offers after-sales service, special orders, calling lists, information collection, and more. Yourcegid Retail Y2 also centralizes the information necessary for keeping track of customer records.

Clienteling / Cataloging / Shopping

Yourcegid Retail Y2 offers in-store sales staff an enriched and innovative digital experience. Designed with the knowledge and feedback provided by various sales profiles, this solution provides complete visibility of the customer's omnichannel shopping journey, from a fixed POS or a tablet.

As the strongest asset of your CRM, clienteling enables your sales team to establish a personalised, one-to-one relationship with a 360° view of the customer journey including data capture, customer preferences etc.

With endless aisle capabilities, our Cataloging module showcases all products, checks stock availability, reserves products and places customer orders to 'save the sale'.

As the next generation POS solution, Shopping brings a new digital experience combining simplicity with productivity. Integrated with Cataloging and Clienteling, Shopping allows your sales team to finalise a sale by managing all the omnichannel scenarios in one single transaction.

Cegid Innovation Store, the connected boutique

At Cegid, we continuously monitor trends and developments in Retail practices worldwide. Our market watch and partnership with around 20 technology companies have made the Cegid Innovation Store a showcase for the state of the art in retail management and POS systems. The store showcases comprehensive omnichannel shopping experience scenarios on the cutting edge of retail trends. By coming and testing the applications in the Store, you will be able to accurately determine whether it makes sense for you to adopt them into your own business context.

STAFF MANAGEMENT

A dedicated module helps you to create a staff schedule. Information such as frequency, sales history, sales targets, and sales events is presented in a visually appealing manner, making it easy to intelligently allocate your staff according to actual in-store needs.

The POS terminal can be used to clock staffing hours. Once checked and validated, the information can be exported to your payroll system, immediately improving staff productivity and the quality of customer service.

FRAUD PREVENTION

Used by several thousand stores, Yourcegid Retail Y2 helps to combat in-store fraud. All your data is secure—this applies to precise management of access rights per salesperson / function / threshold, as well as to management of data access restrictions. The solution also detects suspicious behavior such as price overrides, reimbursements outside business hours, abandoned transactions, online cancellations, cash register drawer opening and receipts put on hold for frequent purchases of the same article. All such store activity will trigger automatic alerts that are sent to managers to minimize unexplained losses.

CLIENTELING
AND THE NEW IN-STORE
SHOPPING EXPERIENCE

THE USE OF NEW TECHNOLOGIES SUCH AS THE INTERNET, SMARTPHONES AND SOCIAL NETWORKS HAS RADICALLY CHANGED THE CUSTOMER SHOPPING EXPERIENCE, IN PARTICULAR THE PERIOD PRIOR TO PURCHASING, WHICH IS CHARACTERIZED BY THE ROPO ((RESEARCH ONLINE PURCHASE OFFLINE) TREND. CONSUMERS HABITUALLY COMPARE PRODUCTS AND PRICES ON THE INTERNET, AND THEREFORE EXPECT MORE EXPERTISE IN STORE. BRANDS MUST NOW THINK UP NEW WAYS TO ENGAGE CUSTOMERS SEEKING ADDITIONAL VALUE AND TO REBUILD FRAGILE LOYALTY.

8 out of 10 consumers research a product on the internet before buying it in store, and more than half of consumers browse e-commerce websites.

80% of Retailers consider that their sales increase by 25-40% when their customers are advised by product experts.

IMPROVED CUSTOMER SERVICE AND AN UNPARALLELED PURCHASING EXPERIENCE

Although your sales staff are your best ally in this transformation, you still face other challenges:

- Use digital devices (mobile terminals, kiosks) to pass information to the customer database in store
- Identify consumers as soon as possible in store using mobile applications or other technologies
- Engage customers with what interests them in store
- Offer rewards and personalized and context-based promotions to encourage purchases or upselling.

Yourcegid Retail Y2 offers you:

- A retail system with centralized management of all omnichannel transactions and customer data in a unified CRM database, enabling you to propose high value-added omnichannel services that fulfill all your customers' expectations (save the sale).
- A Clienteling approach to improving the customer/salesperson relationship in store.
- An agile and interoperable system enabling third-party solutions (mobile applications, social networks, kiosks, screens, digital walls and, in the very near future, connected objects) to easily connect to management data.
- A single, centralized back office to handle all the brand's omnichannel retailing and B2C CRM activities.
- A simpler payment system.

IMPROVING THE CUSTOMER SERVICE BEYOND THE TRANSACTION

Throughout their digital shopping journey, consumers leave traces of their intentions, wishes and difficulties that they have encountered. This information can be collected and used effectively by your sales force to help build better quality relationships with your customers. Yourcegid Retail Y2 has all the information collated to create in-depth knowledge of the customer and provides you with an optimal sales approach.

Collecting qualified data, knowing your customers' purchasing habits and shopping experiences down to the finest detail and customer comments on social networks are all forms of information that are critical to your success.

The new customer-salesperson relationship

The role of the salesperson has changed. Sales staff can no longer content themselves with knowing their products well. Trained, informed and connected, sales staff must now demonstrate their proven expertise and excellent consulting skills. They must understand and anticipate their customers' needs and offer information and services at the right moment to increase purchasing and loyalty opportunities. A new relationship takes shape, in which the customer and the salesperson are both ambassadors of your brand.

TURNING INFORMATION
INTO DECISIONS

CHANGES IN THE RETAIL INDUSTRY REQUIRE COMPANIES TO ANALYZE AN INCREASING VOLUME OF INFORMATION IN EVER SHORTER TIME FRAMES AND CORRELATE THE DATA TO EXTRACT TRENDS AND WARNING SIGNS. EVERY EMPLOYEE THEREFORE BECOMES RESPONSIBLE FOR THEIR OWN PERFORMANCE IN LINE WITH THE COMPANY'S OVERALL STRATEGY.

Yet you are occasionally confronted with counter-productive experiences:

- You scour dozens of reports generated by your management system, searching in vain for a specific piece of information.
- You re-enter significant amounts of information into spreadsheets and waste time verifying data consistency.
- You find it very difficult to get relevant, summarized data that would enable you to act when a problem surfaces.
- You are not able to access your data when traveling

QUICK DECISION-MAKING

Building on extensive experience in Retail professions, Yourcegid Retail Y2 includes an integrated decision-making module giving you:

- A rich database of retail indicators natively added to from Yourcegid Retail Y2, that you can personalize and expand according to your needs.
- A gold mine of reference data shared by the whole company
- Indicators transformed into data cubes that can be used in Excel, making it easier to gain insights into the data while guaranteeing their overall consistency.
- Over 80 operational reports for managing your inventory, monitoring the performance of your sales staff, tracking your key profitability indicators and analyzing the performance of your network and your omnichannel strategy.
- Interactive dashboards to manage all your retail activities in an intuitive, visually appealing manner.

Long, costly business intelligence projects that absorb significant resources over several months are a thing of the past

RAPIDLY OPERATIONAL RETAIL BUSINESS INTELLIGENCE SOLUTION

It only takes a few days to install, deploy and take full advantage of Yourcegid Retail Intelligence Y2, giving you an unparalleled return on your investment.

Over 80 retail reports come as standard:

- Inventory management: multi-sites, valuation on a given date, turnover
- Monitor sales staff: performance, objectives reached
- Profitability indicators: Sales, profit margin, average shopping basket, inventory movements
- Network performance: objectives, transformation, comparisons
- Omnichannel vision: breakdown of sales per channel, monitoring the effect of internet site in store

THINK GLOBAL, ACT LOCAL

INTERNATIONALIZATION IS AN AVENUE OF GROWTH AND DEVELOPMENT, BUT POSES GREAT CHALLENGES FOR THE MAJORITY OF RETAILERS.

CHOOSING THE CORRECT RETAIL MODEL, DECIDING WHERE TO OPEN STORES IN HIGH-POTENTIAL COUNTRIES AND ADOPTING INNOVATIVE SOLUTIONS THAT NURTURE NEW RELATIONSHIPS WITH THE CONSUMER ARE YOUR KEYS TO SUCCESS ABROAD, PROVIDED, OF COURSE, THAT YOU HAVE THE CORRECT INFORMATION AND ARE SUPPORTED BY THE BEST SPECIALISTS IN THEIR AREAS.

With more than 25 years of retail experience, Cegid now supports more than 1,000 specialty retailers in their national and international growth. Yourcegid Retail Y2 combines functional expertise, international coverage and localization.

Native international

When a user logs in, Yourcegid Retail Y2 immediately recognizes the profile, regardless of the login location, and switches to the user's native language. All data can also be worked with all the languages used in your network, be it references to articles, product classification, payment methods, etc. The software includes all you need to help you interpret the data, with easy mass import and export in whichever language you prefer. All currencies are supported, and exchange rates can be based on different markets.

COMPREHENSIVE, REAL-TIME MANAGEMENT OF THE INTERNATIONAL NETWORK

For brands with an international store network, all their stores worldwide are able to use the same software solution—Yourcegid Retail Y2.

The reliability of real-time, service-oriented technology enables data to be centralized for the whole network.

It only takes a few minutes to implement the software solution when a new store is opened, regardless of which country it is opened in.

Head office can easily manage its international network and have a centralized, consolidated, real-time vision of its entire retail network worldwide.

YOURCEGID RETAIL Y2 IS "LOCAL WORLDWIDE"

The solution integrates the specific characteristics of each local market:

- Taxes & fiscal printers
- Local legislation and regulations
- Card payments
- Hardware & technical
- Languages, currencies
- Retail, local practices, CRM, etc.

Yourcegid Retail Y2 international is...

...the guarantee of a single solution localized in more than 65 countries, available in more than 20 languages, implemented by an international network of certified integrator-distributors and offering follow-the-sun 24/7 customer service.

Above all, Yourcegid Retail Y2 fully adapts local best practices so that specific regional requirements are no longer experienced as constraints, but rather as development opportunities.

Among the countries for which Yourcegid Retail Y2 is localized, Cegid caters to:

- The five countries that require prior mandatory certification of the software.
- The ten countries that require the use of fiscal printers, fiscal boxes or fiscal approval web services
- Localization in countries renowned for their complex regulations such as Brazil, Portugal, Russia, Greece and Japan.
- Numerous needs and requirements specific to certain countries, such as printing lottery numbers on sales receipts, managing the particularities of customer identification and personal data protection, connecting to electronic invoicing/receipt systems and offering complex languages such as Chinese, Japanese, Thai, Korean and Arabic.

The Cegid Worldwide Localization unit is made up of local and international industry experts who constantly monitor and document specific tax regulations for each country in which the software is available.

Make your customers feel at home !

The relationship with your customers, be they "local" consumers or business travelers, must be managed both at a global and local level. Loyalty programs, marketing campaigns and other reward systems are adapted to the local customs of each country.

AN IMMERSIVE AND INTUITIVE USER EXPERIENCE

DEVELOPMENTS IN HUMAN-MACHINE INTERFACES (HMIS) AND THE PREDOMINANT PLACE NEW TECHNOLOGIES SUCH AS SMARTPHONES, SOCIAL NETWORKS, TOUCH SCREENS AND CONNECTED OBJECTS NOW OCCUPY IN EVERYDAY LIFE, HAVE LED CEGID TO RETHINK THE INTERFACES TO MAKE FOR A MORE ENGAGING, SEAMLESS USER EXPERIENCE.

As a result of our collaborative work with ergonomists, designers, developers and product managers, Yourcegid Retail Y2 offers the perfect balance between function, usability and design. The secret lies in its modules being quick and easy to learn and use, making users immediately operational.

Each brand or retailer has its own unique expectations and functionality needs. In response, Yourcegid Retail Y2 offers a library of templates, allowing for the POS system to be personalized without requiring specific programming knowledge to do so. With our intuitive interface, users have easy access to data that they can manipulate to bring actionable insight to their operating needs.

The benefits are numerous: quick training and user adoption, increased user productivity, reduced error risks, and lower assistant and support costs.

TECHNOLOGY FOSTERING
OPENNESS AND SECURITY

LEVERAGE TECHNOLOGY TO BOOST YOUR PERFORMANCE.
AT CEGID, TECHNOLOGY IS A SYNONYM FOR SIMPLICITY, OPENNESS, AND SECURITY.

SIMPLE, making you rapidly operational after installation and updates.

SECURE, because your solution must be available to your users and enable you to control all your network activities in real time.

OPEN because you need to be able to communicate with all of your IT system applications and external partners.

ARCHITECTURE CENTRALIZED, REAL-TIME ARCHITECTURE

At Cegid, we meet these challenges head on with a solution based on a centralized, real-time architecture. With Yourcegid Retail Y2, you can:

- Open operations very quickly in a new country, at a new location or in a new store.
- Enjoy secure communications and your customers can enjoy a consistent shopping experience, regardless of the channel or device used (in-store purchase, e-commerce site, mobile device, kiosk, etc.) thanks to web services.

To ensure continuity of operations, Yourcegid Retail Y2 automatically switches to autonomous mode in the event of a network connection failure. As soon as connection is restored, the data are automatically synchronized with the central database and real-time full access is reestablished.

The combination of centralized architecture with an autonomous mode of operation gives you a real-time vision of all that is happening across your network. You can monitor sales, loyalty points, available inventory and current promotions, as well as detect any potentially fraudulent transactions, while ensuring the software remains available in the store.

THE ROBUST TECHNOLOGICAL BASE IS STANDARD EQUIPMENT

Yourcegid Retail Y2 uses Microsoft's Internet Information Services, enabling you to benefit from the accuracy and openness of a solution used by millions of enterprises worldwide.

PERSONALIZE YOUR SOLUTION TO SUIT YOUR NEEDS

High configurability and extensive functionalities are natively integrated into Cegid's software for retailers. But in your line of business, you may require even more function customization. Thanks to Yourcegid Studio, the possibilities of personalizing Yourcegid Retail Y2 are endless. This development tool – designed for partner integrators or your internal IT department – enables you to personalize your screens and adapt the software to your in-house management rules, including enhancing your data model.

FREE YOURSELF FROM IT CONSTRAINTS WITH YOURCEGID RETAIL Y2 ON DEMAND

Over the last 15 years, Cegid has developed significant experience in offering solutions in SaaS (Software as a Service) mode. Delivered in the form of an all-inclusive monthly subscription, Yourcegid Retail Y2 On Demand is a complete service solution enabling you to rapidly deploy your new IT system.

The solution is installed and operated on a Cloud platform operated and developed by Cegid, with a clear commitment to quality and a high service level. All you need is a network connection to access Yourcegid Retail On Demand from any of your locations or stores.

Yourcegid Retail Y2 On Demand includes:

- **Online access** from anywhere at any time
- **Hosting and operating** services
- **Highly secure** infrastructure
- **Assistance** in using applications
- Application developments

By choosing Yourcegid Retail Y2 On Demand, you free yourself of any internal management of your technical platform, freeing you to concentrate on your core business. You will have control over your IT budget and enjoy peace of mind.

Yourcegid Y2 On Demand gives you an immediate solution to your challenges:

- Smaller investment and fewer IT constraints
- A more secure IT system
- Your budget scheduled and under control
- Adapted to your needs and fully-reversible

EXECUTION
RAPID AND CONTROLLED

METHODOLOGY AND SUPPORT

Our services and consulting span all services necessary to help you reach your goals: audit, deployment, training, localization services, follow-the-sun 24/7 customer support and performance analysis.

Our experts offer you solutions tailored to your corporate environment and structure. They support you on an operational level, anticipate change so that you attain your objectives while staying within your set timeframe and budget, and enable you to learn the software quickly.

The Cegid Retail Club is an independent association of Yourcegid Retail users. Yourcegid Retail Y2 is the product of a permanent dialog and collaborative work between Cegid and our customers. The solution is therefore fully focused on addressing current and future challenges of specialty retailers

CEGIDLIFE USER PORTAL

Cegidlife

Cegidlife.com is a service platform reserved for corporate customers and personalized to suit the user's profile, delivering a broad range of online services. It gives you easy access to your solution's latest developments, downloads, changes in general legislation and labor law, FAQs, user tips and invitations to our different events.

CEGID,
YOUR LONG-TERM
GLOBAL PARTNER

Cegid is an international company and a leading provider of enterprise and vertical software solutions geared to improve company performance and assist in IT development and digital transformation with more than 2,250 employees and annual sales of €307 million in 2016.

We bring functional expertise to customers around the world, giving you long-term benefits from your investments. We have a direct presence in the North America, Europe (France, UK, Spain, Italy, Portugal, Russia), Brazil and Africa (Morocco, Ivory Coast), Dubai and Asia (Japan, China, Hong Kong), and a global network of trained and certified partners.

Today more than 1,000 retailers and 32,000 stores in more than 75 countries use Yourcegid Retail solutions to optimize their retail chain, from the customer right back to the supplier, and from the retail store back up to the head office.

www.cegid.com

2,250
employees

Sales of
307 M€
in 2016

1,000
retailers

32,000
stores in more than 75 countries

KEY FUNCTIONALITIES
OVERVIEW

YOURCEGID RETAIL Y2 - A COMPREHENSIVE AND INTEGRATED MODULAR SOFTWARE SUITE

CRM & CLIENTELING

- Central B2C CRM database
- Loyalty
- Clienteling
- After-sales service
- Personalized orders

PRODUCT REFERENCES & INVENTORY MANAGEMENT

- Detailed article types (size/color, multi-dimension, serial number, batch, grouped offers, etc.)
- Inventory management (multi-location, movements, inventorying, transfer, receipt)
- Flexible pricing and multi-level promotions
- Flexible management of store replenishment
- Consigned Items management

OMNICHANNEL RETAIL MANAGEMENT

- Centralized network management and coordination
- Retail/Wholesale
- Invoicing of franchises and affiliates

STORE MANAGEMENT

- Front-office payment systems
- Cataloging/Shopping
- Pickup/delivery management
- Loans management
- In-store back office mobility
- Sales & CRM mobility
- Travel Retail management

STAFF MANAGEMENT

- Store staff scheduling
- Uniform allowance

PROCUREMENT & SOURCING MANAGEMENT

- Supplier management
- Procurement management
- Replenishment management
- Invoice control

FINANCE & INTERNAL CONTROL

- Budgeting and forecasting
- Cost tracking
- More than 65 localization packages available
- Fraud prevention

RETAIL INTELLIGENCE

- Foundations: retail DataMart, cubes and reports
- Interactive and mobile dashboard

YOU ARE PART OF THE RETAIL COMMUNITY YOU ARE Y2.

YOURCEGID RETAIL Y2,
SOFTWARE FOR CONNECTED RETAIL

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Cegid, international provider of enterprise and industry solutions