20 Most Promising Retail Technology Solution Providers 2016

From intelligent displays in brick and mortar stores to apps that allow seamless shopping, the retail technology trajectory is bent on converging customer touch points to elevate consumer experience. The future technology upheaval in retail is dependent on the effective utilization of the current innovations and sciences enveloping the dynamic retail space.

In retail's evolution spree, the CIOs have their fair share of challenges and opportunities rendered along the technology value-chain. With global e-commerce surging on as a trillion dollar industry, the pace of omni-channel retailing is gathering newer dimensions. Heralding a new beginning, the confluence of commerce technologies and social media trends are influencing in-store purchase decisions, ramping up the convenience factor, and increasing profits in the digital marketplace.

For all those gleaming merchandise stocked shelves, numerous technologies work in tandem to enable every commerce transaction, whether occurring in a bricks and mortar store or through online. The need to stay abreast of the rising retail tide is to invest in the right technology or the solution. The POS products and solutions, mobile payment apps, tablets with mobile POS—the creative deployment of today's technologies rope in the tactile experience for the consumer. The mobility-defined networks that showcase store associates as virtual assistants and the iBeacons that route relevant customer-centric promotions—all add to the retail experience.

In conjunction with the numerous technologies, the right implementation procedures and guidelines are definitely resourceful. The expertise of numerous consultants foretells the pitfalls, while ensuring easy and efficient adoption of relevant technologies.

In this scenario, in order to assist CIOs in identifying the right technology providers, CIOReview presents "20 Most Promising Retail Solution Providers 2016".

RPE

recognized by **CIOReview** *magazine as*

RETAIL 2016
20 MOST PROMISING
TECHNOLOGY SOLUTION PROVIDERS

An annual listing of 20 companies that are at the forefront of providing retail technology solutions and impacting the marketplace

Company:
Retail Process Engineering (RPE)

Key Person:
Rob Henneke
EVP

Description:
Delivers innovative retail merchandising and supply chain solutions

Website:
rpesolutions.com

Retail Process Engineering (RPE) Unleashing the Power of Unified Commerce

With the advancement in ecommerce, today's consumers are demanding detailed product information that encompasses product availability, price, features, delivery options, and return policy. Powerful online inventory and order management solutions help customers track product delivery and conveniently return online orders in store. At the same time, retailers are aiming to increase customer engagement by monitoring the customer experience based upon transactions and interactions throughout the shopping life cycle. However, a lack of customer analytics across channels, siloed organizations, poor data quality, and inability to identify customers shipping trips often hamper retail business processes that allow for a true unified commerce shopping experience. This is where Retail Process Engineering (RPE) comes in.

Rob Henneke

> " We help retailers discover and break the barriers that hold them back from offering a cohesive unified commerce customer shopping experience

Unified Commerce connects the dots between channels in real time. It demands change to the entire organization including planning, stores, digital commerce and fulfillment. From merchandising and store operations to vendors and consumers, real time data must be available to all parties to deliver products to today's more savvy and demanding shoppers.

"In an omni-channel environment, the way consumers buy and retailers sell is changing drastically," expresses Rob Henneke, EVP, RPE. Supporting retailers to successfully surpass customers' expectations, RPE, a provider of innovative retail merchandising and supply chain consulting services, assists retailers to transition to a state-of-the-art and profitable unified commerce platform.

"We help retailers discover and break the barriers that hold them back from offering a cohesive unified commerce customer shopping experience," asserts Henneke. Taking a 'one-size-does-not-fit-all' approach, RPE collaborates with retailers to offer unique solutions for addressing process-specific issues. The company assists retailers in business process improvement, package selection, strategic IT planning, systems implementation, version upgrades, and ongoing system support.

Embracing technology-enabled solutions, RPE facilitates core retail operations such as merchandising, planning and allocation, replenishment and Point of Sale (POS). Partnering with trusted and leading software vendors like JDA, Jesta I.S, and Multidev Technologies, RPE offers up to date, robust, single platform solutions that are customer focused. "We have established strong partnerships and believe these relationships allow us to deliver a complete suite of services including software, hardware, implementation and support services," says Henneke.

For instance, vineyard vines, a specialty clothing and accessory retailer wanted to implement a store-wide platform to keep pace with rapid sales growth and new store opening. RPE worked with vineyard vines to implement six JDA solutions in seven years, improving inventory optimization, understanding omni-channel demand, and enhancing customer satisfaction. "We understand not only the technical aspects of a retail system, but also how the system helps the retailer achieve sales and profitability," says Henneke.

RPE is certified by the PCI Security Standards Council (SSC) as a Qualified Integrator and Reseller (QIR) recognizing its extensive testing and continued training. The QIR program provides RPE with tools to assist retailers in installing and configuring validated Payment Application Data Security Standard (PA-DSS) payment applications to meet strict compliances. In addition, RPE offers a complete array of cloud hosting and managed services via its secure SSAE 16 audited data center.

Witnessing the retail industry change at warp speed, RPE is committed to delivering the best possible solutions. The company will continue recommending and implementing solutions that increase retailers' functionality and adaptability while delivering a seamless customer shopping experience. "Helping retailers reap the benefits of unified commerce in their journey is the key driving factor of our business," concludes Henneke. **CR**