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Retail's Hybrid Transformation: A Connected Digital Experience



Retail DX Journey

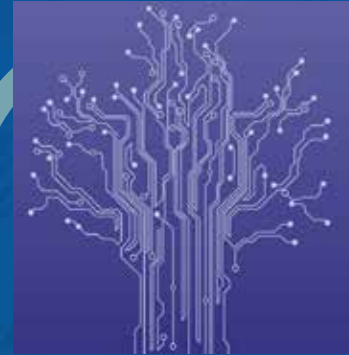
PANDEMIC COVID-19

Unexpected disruption



ACCELERATED TECHNOLOGY

Access to Data



DIGITAL NATIVES

Experiential Engagements



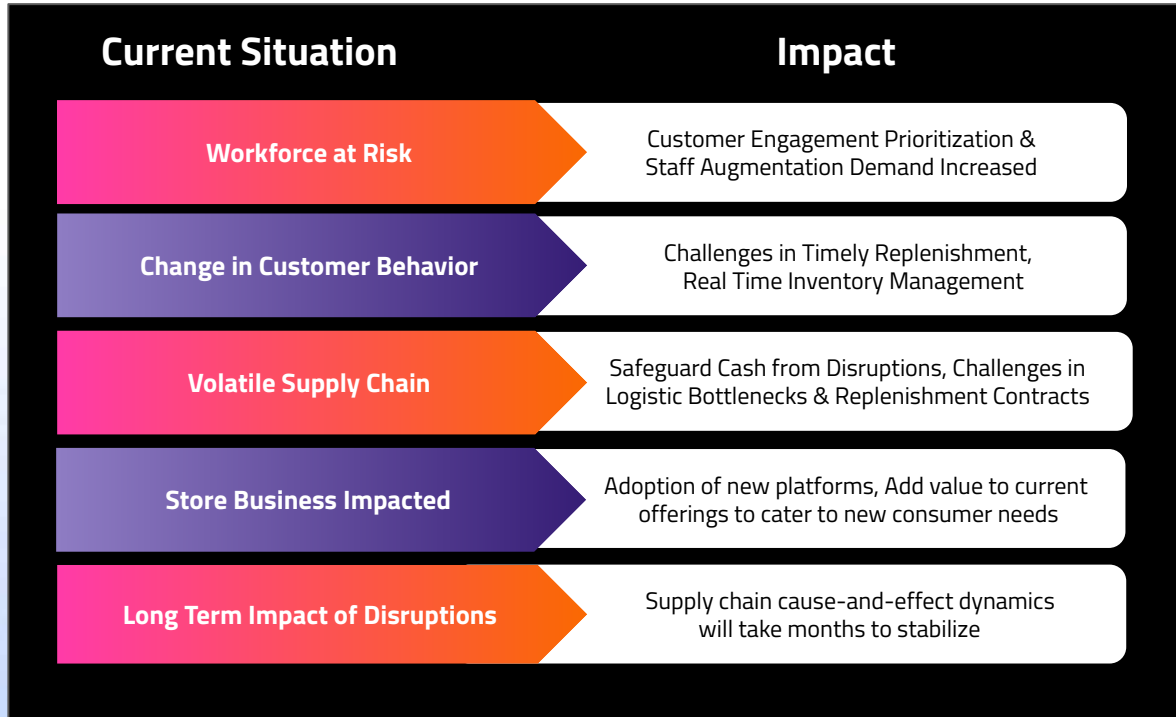
HYBRID MODEL

Digital Adoption



How do you maintain a digitally connected experience?

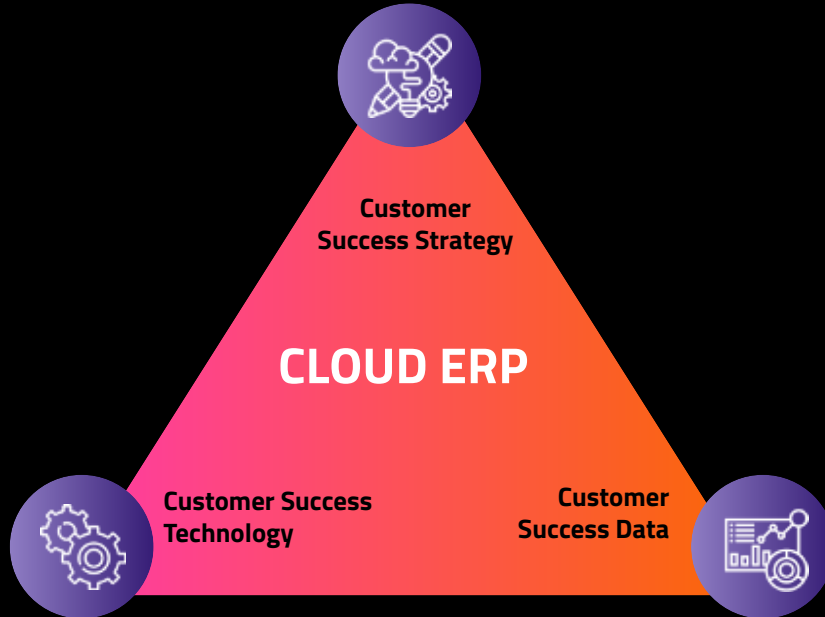
Retailers must move beyond cost cutting to embrace a comprehensive transformation.



How do you maintain a digitally connected experience?

Retailers must move beyond cost cutting to embrace a comprehensive transformation.

Successful Retail Transformation



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VENTURE TOGETHER



Where are you in the buyer's journey?



Have you already invested in a technology platform? Automation not treating you well?



Are you currently considering investing with the right partner to roll out all your plans?



Clearly, not on the radar of your timeline?

What does the leader do differently?



Customer Centricity



Operational Efficiency



Omnichannel Presence

What does the leader do differently?

Customer Centricity



Customer Success Strategy

ASSURANCE OF QUALITY FOR CUSTOMERS.

Each furniture's craftsmanship is carefully processed to ensure quality delivery. To ensure the highest customer satisfaction, they acquired a technology that can enable them to produce outstanding results from the sourcing of materials, design all the way to the final product.



Customer Success System

The adoption of **Cloud Financials** helped them streamline their financial operations that ties together with their production processes. Now, they are able to fast track order fulfillment with their clients and focus more on customer retention activities. **Despite the pandemic**, they were able to **pivot quickly to hybrid automation and operations**.



Customer Success Data

Real time visibility on available stocks across multiple outlets, Inventory Transfer & Order Fulfillment is now done faster, Customer Programs for Loyal Customers, Supply Chain Management and Manufacturing Process Efficiency

Novel
Total Home Concept



Novel Furniture creates meticulously designed home furnitures. For over 40 years, they have established their craftsmanship and later on ventured towards being an international provider of high quality furniture.

What does the leader do differently?

Operational Efficiency



Customer Success Strategy

CHANGING LIVES THROUGH BETTER COFFEE.

Changing Lives not just of customers, but also their internal staff. With the pandemic, internal processes were greatly impacted and disrupted. **Automation** was a key priority to do more with less.



Customer Success System

Betr seamlessly pivoted through COVID and scaled **bigger**. With the help of **Cloud ERP**, the technology now scales as the business grows. Previous manual processes and workflows were streamlined and automated business processes.



Customer Success Data

They **achieved greater data governance** with access to real time information. Their business pillars are able to identify potential improvement opportunities with ease and work on them. Custom role access controls visibility amongst key stakeholders in the company.



Better Coffee Co., started as a retailer for home-grown speciality coffee and later expanded into becoming a provider of professional coffee education. They were able to navigate through the pandemic- destroying the barriers across channels, industries, and departments to go beyond borders.

What does the leader do differently?

Omnichannel Presence



Customer Success Strategy

INSPIRATION THROUGH INNOVATION & TECH

Their goal is to be a major driving force in bringing the world's best and most relevant innovations to inspire, empower and delight the modern Filipino. It is important for them to be able to reach Filipinos across different platforms.



Customer Success System

NAVCO resolved key operational and financial problems across multi platform presence with **Advanced Inventory Management and CRM**. From **pre-pandemic to present**, they were able to navigate and increase their presence across new channels regardless of any disruption.



Customer Success Data

Real Time Reports and Dashboard Analytics specific to custom role access, inventory tracking across platforms and forecast requirements to significantly improve Company-to-Customer Relations with Customer Data Management

NAVCO.
NAUTO AND VECTORS COMPANY, INC.



NAVCO is a diversified retail, distribution and logistics company for global brands in the Philippines. They saw the need of a system that can help them consolidate their data from their different revenue channels to ensure business liquidity and ensure customer satisfaction. They now achieve overall customer satisfaction with a centralized omnichannel experience.



ASEAN Active Customers

Your Business Technology Partner for
Digital Transformation Towards Success





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Let's Venture Together

For more information, you can send us a message in any of our social media pages. You can set up an appointment with our technology experts to get a deep-dive on how **NetSuite** can help your business today.



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