

OpSuite Update Meeting

August 19th 2020

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Customer Services Manager
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Agenda

- DR Update
- 2019 November User Group Update – Dev 2020
- OpSuite Mobile Applications powered by Garden Connect
 - Loyalty
 - Scan & Go
 - 3rd Party Hospitality Web Customer Ordering Integration
- Web Shop Options
- Further Developments
 - HTA ePay/EML - Gift Cards – Garden Centres
 - Near St – Local Marketing Integration
- OpSuite WPF
- Questions



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DR
Update

Coronavirus (Covid-19) Pandemic

- Affected all retailers (some more than others)
- How DR Helped
 - Reduced subscriptions by a third for 3 months
 - Majority of clients closed for a little under 2 months
 - Free of Charge May Bank Holiday Support
 - Online sales came to the fore
 - Helped multiple clients gain a web shop presence
 - Integrated existing websites into OpSuite
 - Eat Out To Help Out
 - OpSuite was already capable of utilising many discount methods
 - Advise & direct
 - Number of our competitors either charged/couldn't handle it



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DR
Update

Harnessing The Power of Technology Webinar

- Websites designed / Integrated
- Taken orders for Mobile Apps (Loyalty & Scan & Go)
- Hospitality – many clients now using table service & using tablets we have supplied
- More clients suppressing receipts / emailing

Zoom Online Meetings

- Very popular amongst our clients
- Continue with these plus of course site visits



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DR Update

Staffing & Infrastructure

- We did furlough a number of staff for a period
- No Developers ever furloughed
 - Some Testers were due to social distancing
- Only 3 members remain furloughed out of 38
- New telephone system for ease of remote working

DR continue to support you...

- No Annual uplift in fees in October 2020/21
 - These will be deferred until the following year (Oct 2021) when the percentage increase will be added to the 2021/22 uplift at that stage
- Includes no uplift for 2020/21
 - Professional Services rate
 - Subscriptions
 - Contracts



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DR Update

Last six months been a very busy time for us

- 5 New clients gained
 - 9 Existing clients upgrading to OpSuite
 - 6 Implementations rolled out
 - 8 Implementations in process
-
- Development continued at pace
 - Healthy financial position



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2020

2019 November User Group
Update



UK Fast New Platform

- Login to Retail to GO

New Features

- Hospitality – Split Bills
- Receipts – Suppress & Email
- Margins For Generic Items – HTA / Concessions
- Special Offer Data Management

Customer Loyalty

- Mobile Reward App
- Mobile Scan & Go App

Architecture

- Migration From Silverlight to WPF
- Modular Approach
- “Classic” View - OpSuite via APP



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2020

2019 November User Group
Update

Emailed Scheduled Reports



Standard Reports Already Available

- Standard Report - Department Value with Location Pivot
- Standard Report - Department Sales against Budget with Location Pivot
- Standard Report - Item Value List
- Standard Report - Discount Reason Code
- Standard Report - Inter-Location Inventory Transfer Detail
- Standard Report - Detailed Return
- Standard Report - Open PO

Standard Reports Coming Soon

- Standard Report - Summary Sales by Department and Category
- Standard Report - Daily Sales by Department
- Standard Report - Sales Period Summary
- Standard Report - Period Comparison by Dep by Trans Count with Average Spend
- Standard Report - Period Comparison by Department & Category
- Standard Report - Period Comparison by Department and Category by Supplier
- Standard Report - Profit by Department and Category by Supplier Detail

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2020

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Goods Note Status

Item Audit Report by Department

Non-Scanned Sales Report

Price Reduction Report

Reason Report

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OpSuite Mobile App

powered by



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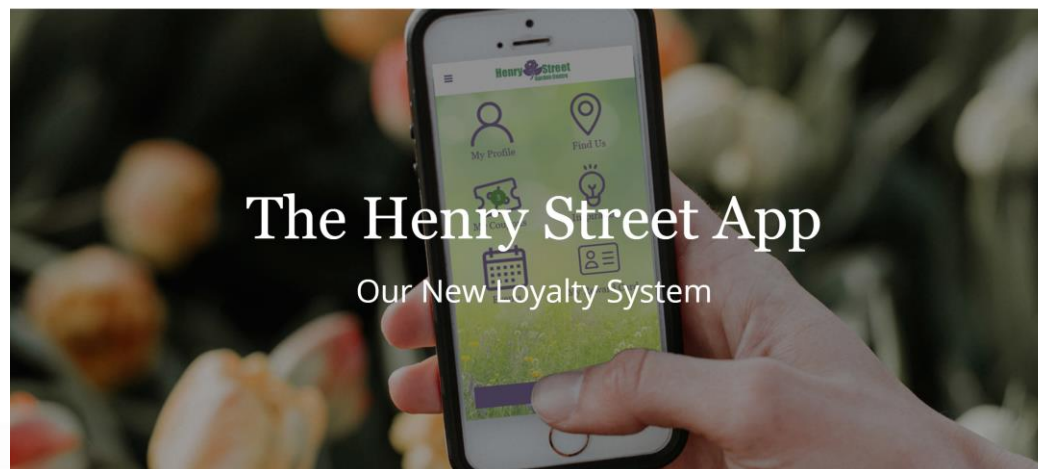
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creative gardens



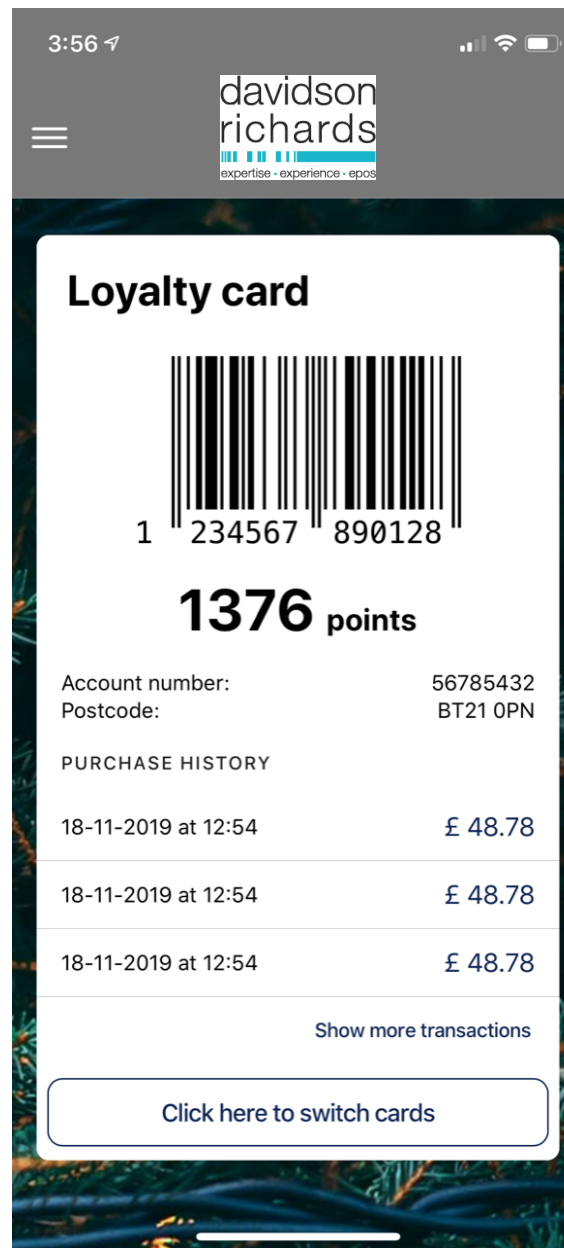
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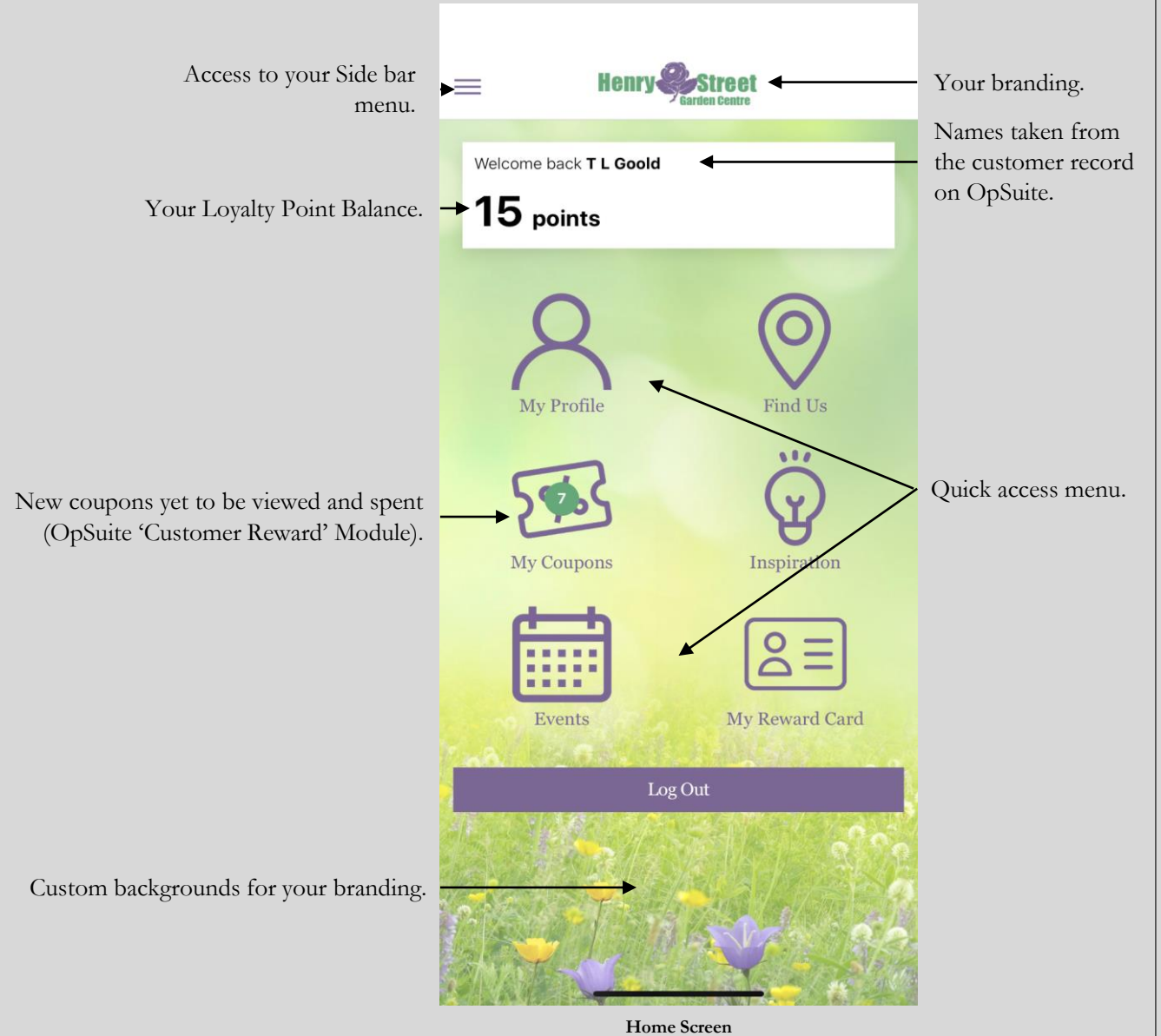
OpSuite Mobile App

powered by



Home Page

Upon logging in your customer will have access to the App, featuring My Profile, My Coupons and My Reward Card.

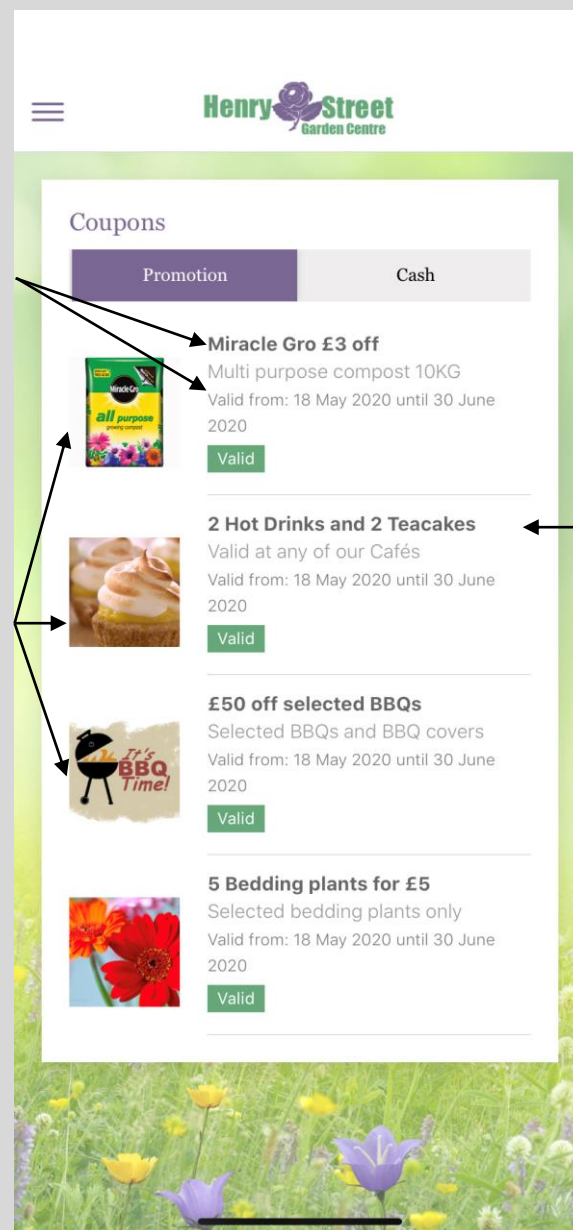


My Coupons – Promotion

Your customer can see and use their unique promotional voucher within your stores. These have been created using the OpSuite Customer Rewards Module.

Headers and descriptions are from the Customer rewards module.

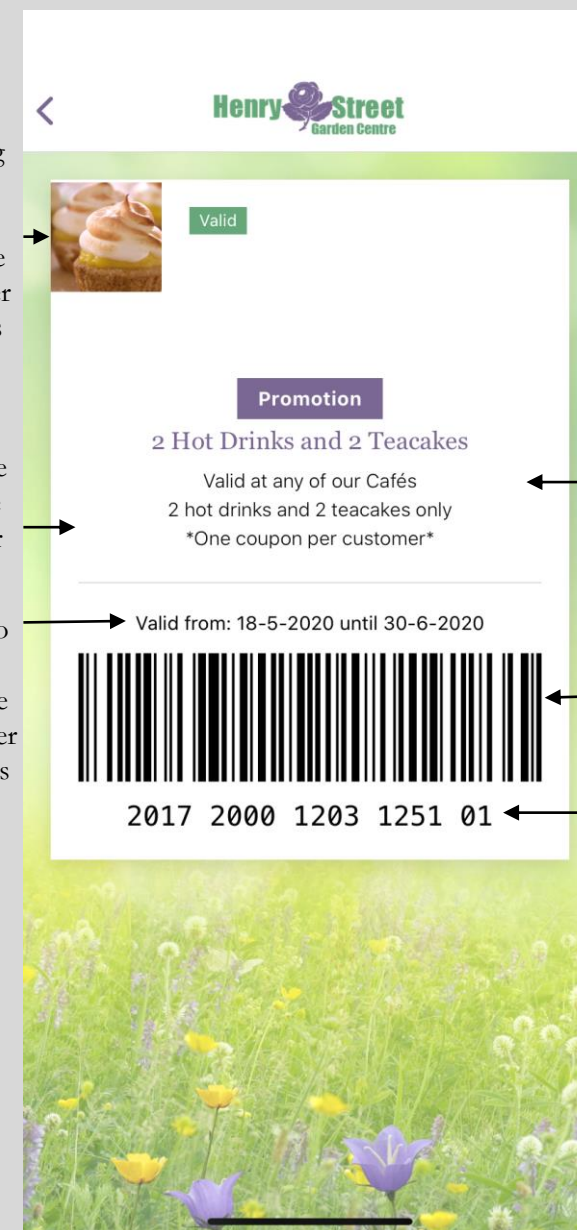
Imaging of your choice, linked via the customer reward module.



Imaging linked from OpSuite customer rewards

Navigate into the voucher

Valid from/to set in OpSuite Customer Rewards



Headers and descriptions taken from the OpSuite customer rewards module

Scannable at the POS

Displayed for manual entry if required

Purchase History

Here your customer can view all their previous transactions and navigate into the transactions to display the receipt that is fully scannable at the till.

Complete purchase history.

Purchase history	
30-1-2020 at 10:47	£0.01
5-12-2019 at 09:24	-£14.64
5-12-2019 at 09:24	£14.64
4-12-2019 at 14:32	-£14.64
4-12-2019 at 14:32	£14.64
4-12-2019 at 14:31	-£10.00
4-12-2019 at 14:31	£10.00
16-1-2019 at 14:36	£1.25
16-1-2019 at 13:14	£3.90
15-1-2019 at 14:36	£1.52
15-12-2018 at 11:20	£46.35
4-7-2018 at 13:46	£7.59
16-3-2018 at 09:49	£34.99
15-11-2017 at 17:09	£3.98
7-11-2017 at 11:11	£71.21

Purchase History Screen

Navigate into your purchase.

0001 0009 0019 32

Transaction number: 1932 30-1-2020 at 10:47

Bedding	
1x £0.01 (401250)	£0.01
Total	£0.01
Paid	£0.01
Change	£0.01
Total products	1

Transaction Tapped into Screen

Scannable at the POS for transaction recall, also manual entry.

Information pulled from OpSuite.

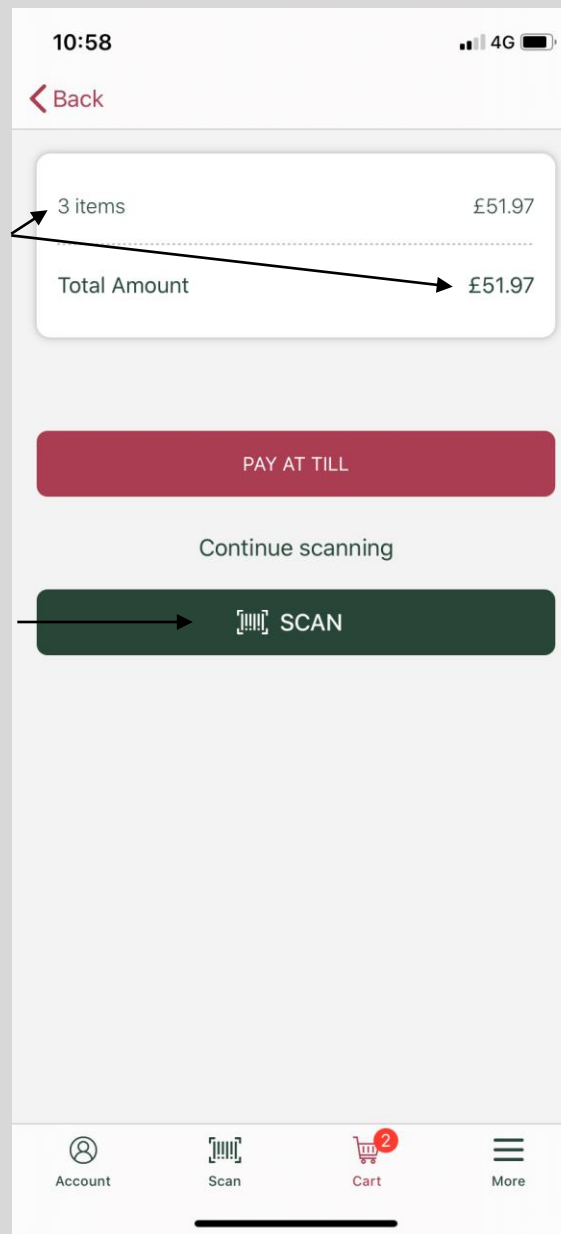
Checkout

This will bring your customer to the penultimate screen before presenting the barcode for the cashier to scan, the OpSuite POS will recall the order, allowing the cashier a final check before taking payment and completing the purchase.

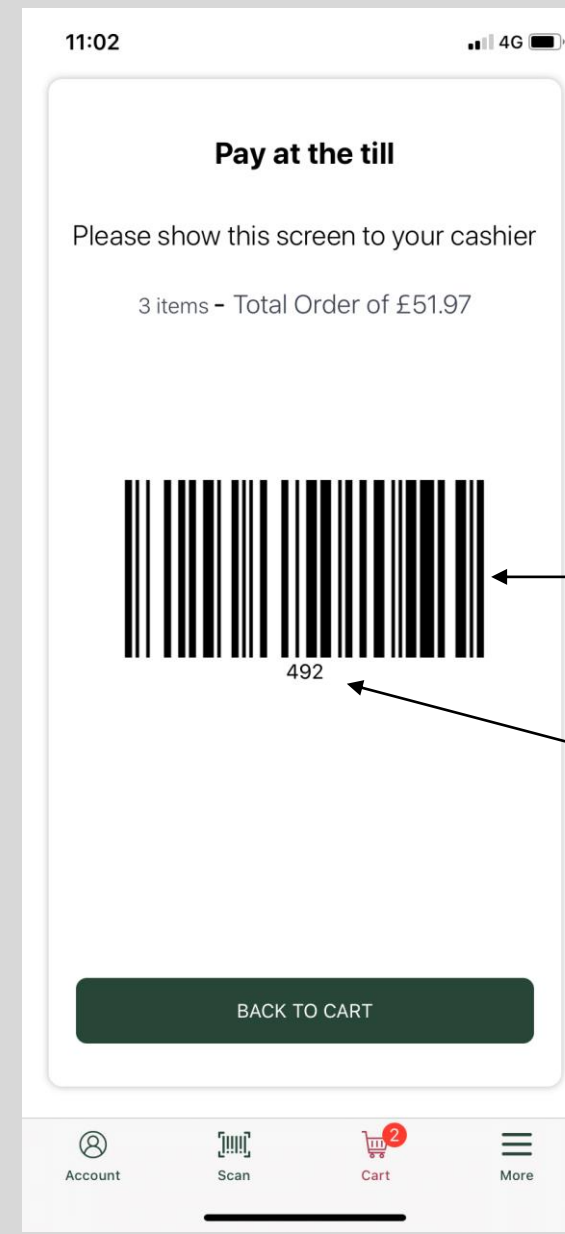


Sale summary.

Continue shopping.



Checkout



Barcode scannable at POS.

Order number for manual entry if required.

Pay At The Till

Payment Completion
once your customer has completed their purchase, the app will communicate with OpSuite and confirm that the order is complete. The customer will then be able to view their itemised receipt.

Confirmation.

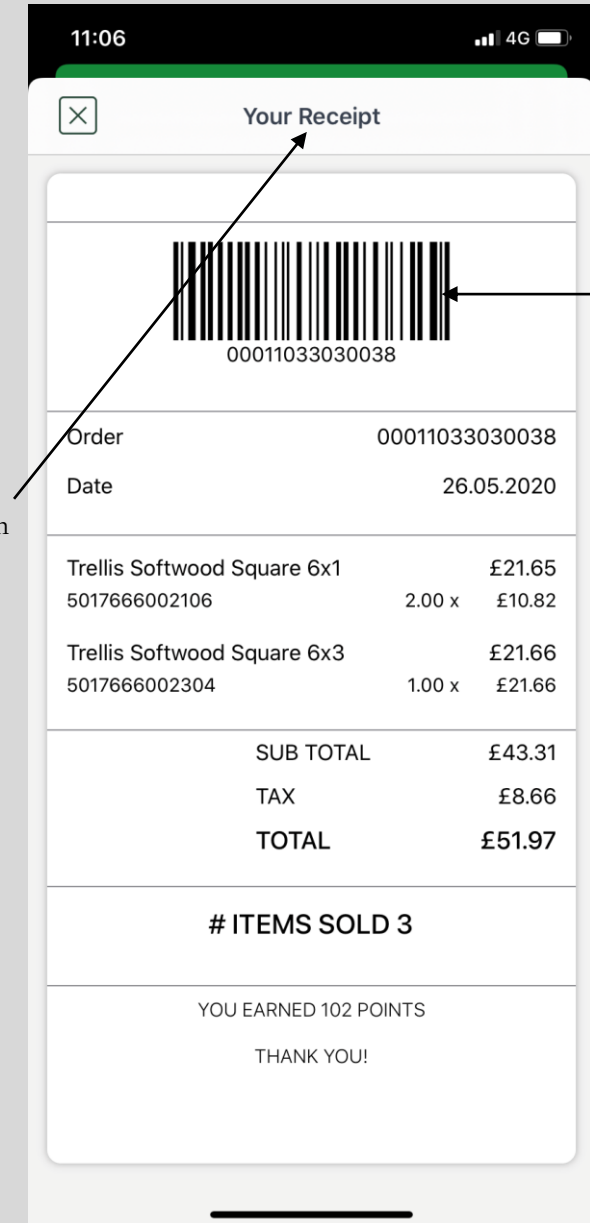
Your brand.

Recall the transaction, if required.

Start a new cart and shop again



Payment Completed



Your Receipt

Scannable
barcode for
recall and
manual
entry

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Web Shops

Always had the ability to link to any web platform

- Integrate to 3rd Party Web if required
 - Magento / Shopify / WooCommerce etc
 - Using OpServices readily available with OpSuite

With success of “Emergency” Web Shops

- Garden Connect Partnership expanded
 - Base Level Web shop – Minimum Integration
 - Intermediary Web shop – Pick & choose options
 - Full Blown Web shop – Full Integration

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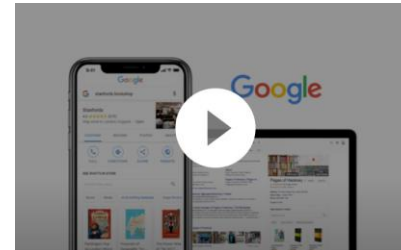
Further Developments

HTA ePay/EML

- Horticulture Trade Association
 - Relevant to Garden Centre Customers only
- Gift Card Scheme Changes
- Available to all OpSuite v2 customers
- New integration & roll out required

Near St

- Get customers back into your stores
- Covid has driven localism
 - 83% of shoppers prefer to shop locally if in stock
- Google links
- Integrated to OpSuite Stock
- Offer from Near St if sign up in August
- www.near.st/davrich



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OpSuite

WPF

Timelines / Dates

- End of September partial release to few Live customers
 - Live testing of modules available
- 1st Qtr 2021 Full release
- Support Current OpSuite until Mid 2021 at the earliest
- Gradual Changeover to WPF if required



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OpSuite

WPF

Live Functionality

- Home screen
- Purchase Orders Lookup, Edit, New
- Inventory Transfers Lookup, Edit, New
- Items Lookup, Edit, New
- Company Setup
- GRN Lookup, Edit, New
- Role Manager
- Supplier Lookup, Edit, New
- Customer Lookup, Edit, New
- Users Lookup, Edit, New
- Communities, Lookup, Edit, New
- Supplier Data Management Import
- Supplier Data Management Edit
- Customer Data Management Import
- Customer Data Management Edit
- Loyalty Field Data Management Import
- Loyalty Field Data Management Edit



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OpSuite

WPF

Currently in Testing

- Item Data Management Edit, Import
- Item Location Data Management Edit, Import
- Reports Lookup
- Reports – Active reports
- Reports – Standard Reports
- Stock Take Lookup, Edit, New
- Batches Lookup, Edit, New
- Special Offers Lookup, Edit, New
- Special Offers Data Management Edit

Currently in Development

- Customer Rewards Lookup, Edit, New
- Bounce Back Lookup, Edit, New
- Item Messages Lookup, Edit, New
- Schedules Lookup, Edit, New



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Preview of OpSuite WPF



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Q&A

Questions?



Thank you....

Contact Us

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