Retail Manager Solutions Limited

Process Solution Overview

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DOCUMENT CONTROL

Version	Author	Commercial Approver	Date	Summary of Changes
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1.1	R Morgan	N/A	September 2020	Document Updated

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INTRODUCTION

Metro is the leading digital workplace solution, designed to be easily accessible to all cross-functional teams via smartphones, tablets and desktops.

More than 120 of the best-known retail, hospitality and healthcare brands trust Metro each day to manage their multi-site businesses more effectively, supporting Operations, Compliance, HR, Buying, Project and Marketing teams across more than quarter of a million sites and 14 different languages.

Metro enables your business to plan its own journey according to its unique business requirements, providing a clear map of key 'application lines', each with complete interoperability, removing the need for dozens of disparate applications.

The purpose of this document is to provide the reader with an overview of RMS' Metro Solution focusing primarily on its Process module. Modules available within Metro include:

- Unified Comms - News, Task, Survey, Forms generator, Planner, Content Management, Messaging, Journal, Directory, KPI, Compliance, Video, Automated Reporting, Homepage Designer
- Process – Click & Collect, Site Audits/Visits, Incidents & Accidents, Equipment Checks, Expense Module
- Workforce Management – Scheduling, Base Rotas, Cost Control, Labour Matching,
- Time & Attendance – Timesheets, Absence Management, Ad Hoc Payment, Payroll Extracts
- Employee Management – Starters/Leavers, Change of Details, Bank Validation, Emergency Contacts, Holiday Management
- Activity Planner – Project Templates, Justification, Critical Paths, Approval workflow, Team Room, Reports
- Print Controller – Designer, print renderer, DIM, Print User Interface/Task Management Integration

The RMS Metro solution is fully modular and has been designed to work across multi-brand, multi-lingual and multi-currency environments.

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RMS OVERVIEW

RMS has been providing Operations, Compliance, HR, Buying, Project and Marketing teams with software solutions to manage their multi-site businesses for the past 15 years.

Our software solutions are trusted by many of the leading retail, hospitality and healthcare brands you most probably already know and enjoy. The trust placed in us has been hard earnt and can only be accomplished by working hand in hand within the industries we serve, which is why so many RMS customers have been working with us for so long.

RMS is a privately-owned software business based in the heart of Hampshire's New Forest, and has satellite offices and partners based in Australia, Germany and The Netherlands.

COMMERCIAL OVERVIEW

This section outlines RMS' commerical approach in providing Metro. All RMS solutions are provided on a Software as a Service basis with fees chargeable on a per site basis per calendar month. This per site fee includes unlimited users and all associated costs listed below :-

- ✓ License for application use
- ✓ Provision of infrastructure to support the application i.e. cloud based servers, operating systems, associated license required for operating system, database, access licenses
- ✓ Provision of load balance, DR, fail over, back up, application security, firewalls and anti-virus
- ✓ Support services Monday – Friday 08.00 – 18.00Hrs (excluding Bank Holidays)
- ✓ Environment Support will be 24/7, for all infrastructure elements.
- ✓ The provision of new releases and associated feature/functions unless specified as a new module.
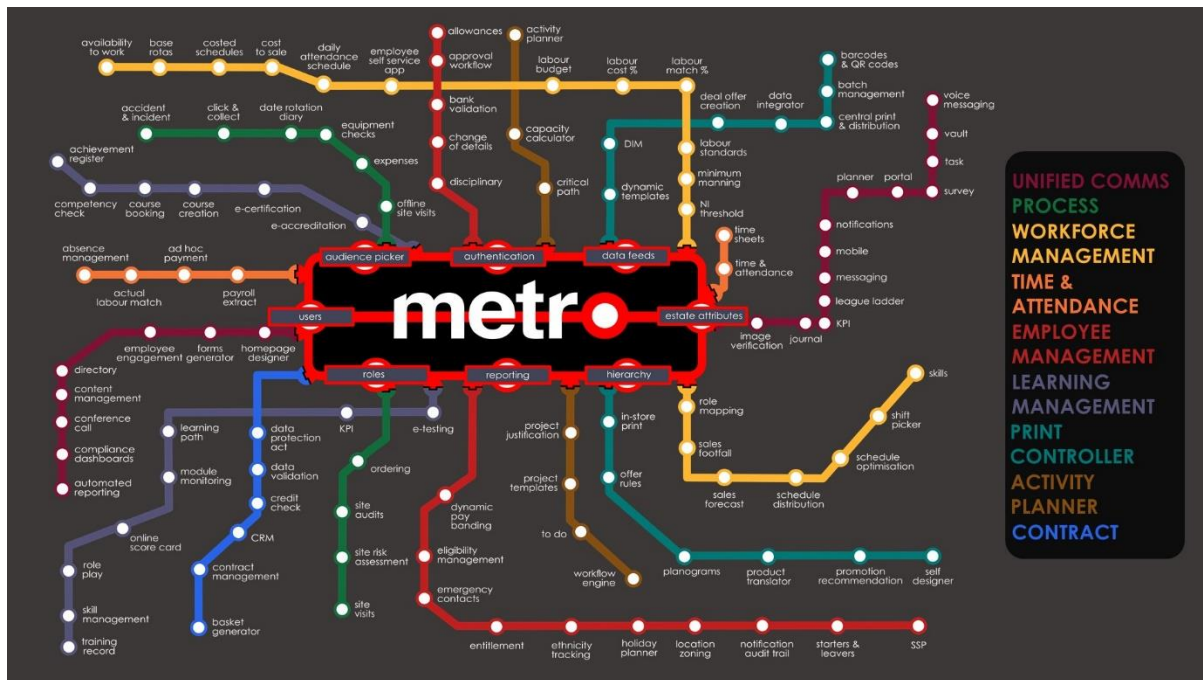
The RMS solution can be used within Head Office functions where fees are provided as a single cost that includes all head office users, and provide all the services mentioned above.

To complete an implementation, some set up, configuration and integration is required for each of the modules selected - implementation services as a one time fee are payable. These fees can be estimated in advance and confirmed as part of the Project Definition Phase. All associated expenses with the project (travel, hotels, flights etc) will be charged at cost.

METRO

Metro is a collective toolset of applications designed to achieve perfect coordination, compliance and execution in multi-site/distributed business environments such as Retail, Leisure, Hospitality and Healthcare.

Metro provides the opportunity to select only the applicable modules your business requires and consolidate these into one interconnected suite. The map below illustrates what applications are available and how each module (grouping of applications) can work together to deliver a solution that is right for the business.
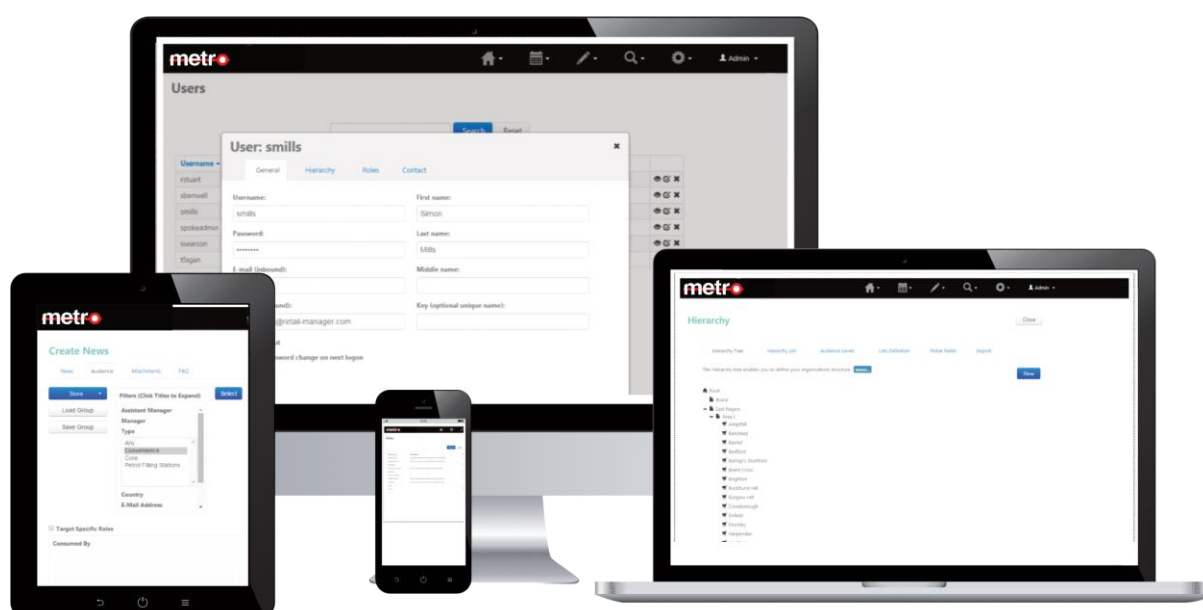
FOUNDATION

All Metro customers, regardless of the module(s) they choose require Foundation to operate and acts as the engine room of the Metro application suite, managing the business hierarchy, location attributes, security and authentication.

Foundation also provides the platform for personalising the suite of metro applications across multiple devices.

The hierarchy element of foundation enables the customer to mirror their organisation in a familiar parent child structure. By doing this, the solution is then able to display appropriate data to users according to their position in the hierarchy. For example an area manager would only see appropriate data for the sites/users in the area that they are defined as managing in the hierarchy structure. This approach goes right up through head office and also down to site level. Fundamentally from whatever point you are in the hierarchy, you will only see information that relates to you and downwards. Any point in the hierarchy structure can have multiple parents which enables, for example, sites to have an area manager but also an area merchandising manager as their parent. The two differing managers might have a different set of sites to look after but the sites they both look after will have these two individuals as parents. This ensures multi-site users are easily able to see the sites they look after, being able to switch between the sites and see and manage the correctly displayed data.
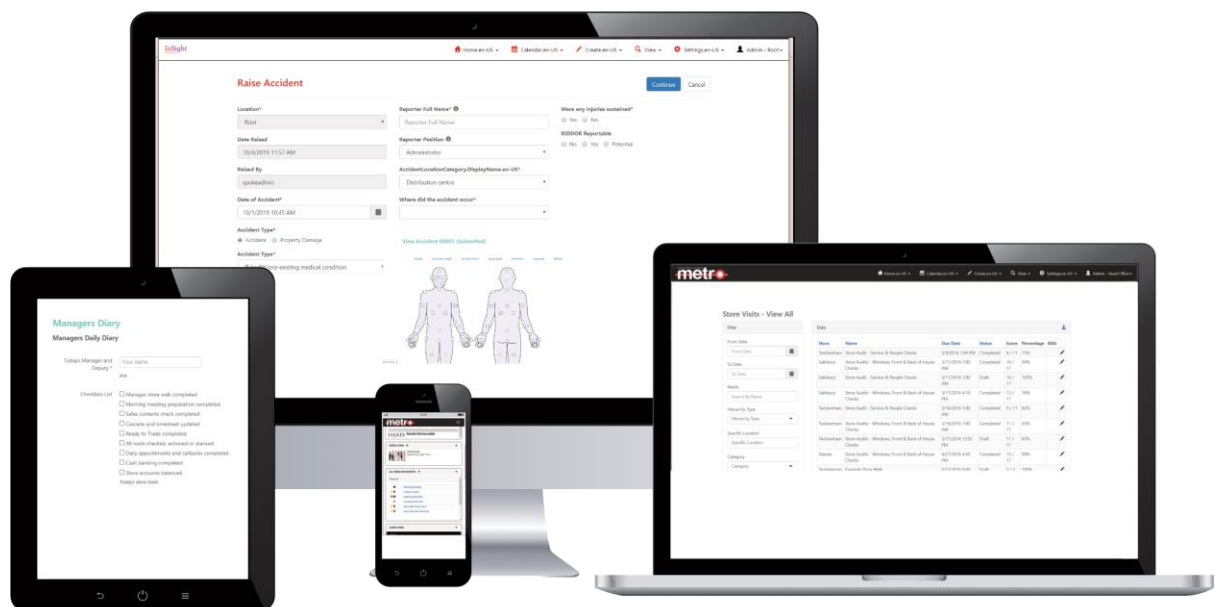

The hierarchy tool enables the dynamic creation and updating of the hierarchy structure without the need for back end code changes. Import failiure notifications by email can be set up, to ensure that any changes made are effective.

PROCESS

The Process application provides a range of intelligent business workflow applications and automates any business process that requires recording, data distribution, compliance needs and data integration needs.

Process from RMS can help all branch businesses by:

- Providing flexible, electronic checklist and compliance management.
- Taking the pain out of incident and accident reporting.
- Ensuring management visits deliver maximum value.
- Streamlining branch supplies ordering.
- Adding superior in-branch service to 'click and collect'.
- Delivering up-to-the-minute KPI's (Key Performance Indicators) to everyone that needs them.

Every function in Process from RMS can be delivered to in-branch devices for paperless, online operation. The result: streamlined, accurate processing with information instantly available right across the business.

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