



Retail Operation Excellence Platform



Mobile-first



GPS Enabled



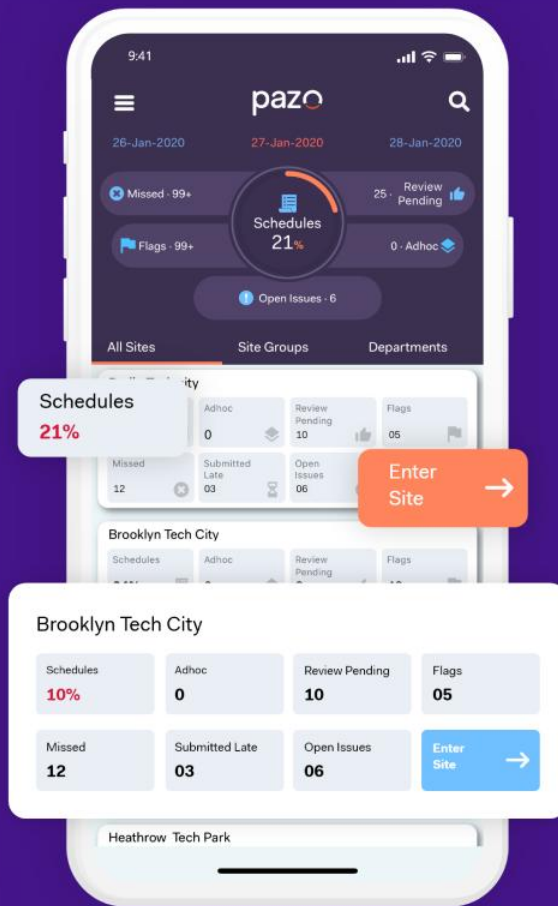
Offline-support



QR Code support



Integrations-ready



Bata

JOCKEY

METRO

RED APPLE FIREWORKS

TVS

soch

FSC

BRAND FACTORY
BEST BRANDS • SMART PRICES

ne⁺us
MALLS

oberoi mall
FUN • FOOD • FASHION • FILMS

VIVIANA MALL
CELEBRATE EVERYDAY

PharmEasy

L&T Infotech

HYDERABAD
RAJIV GANDHI INTERNATIONAL AIRPORT

DELHI INDIRA GANDHI INTERNATIONAL AIRPORT

VS
VICTORIA'S SECRET

sodexo

GAR

ARVIND
FASHIONING POSSIBILITIES

Colliers
INTERNATIONAL

THE RITZ-CARLTON

CENTRAL

TATA REALTY

docon

OCS

intel

CMRU

VR

Trusted by
leaders across

- ✓ Retail Chains
- ✓ Shopping Malls
- ✓ Facility Management
- ✓ HouseKeeping
- ✓ Security Services
- ✓ Manufacturing Units
- ✓ Airports
- ⊕ and many other Industries

How do retail brands

- hire entry level staff
- handover last mile execution to financiers-cum-operators (franchisees)

YET

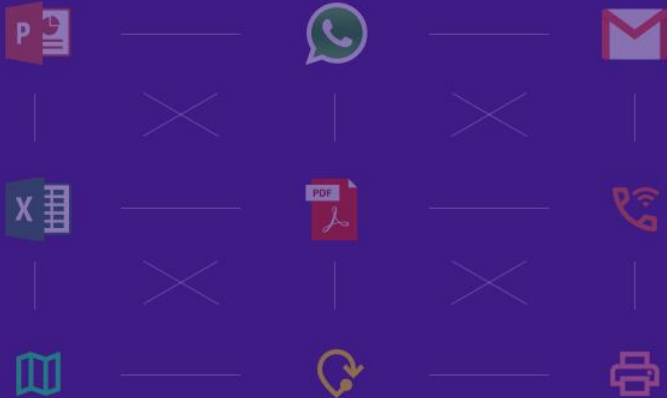
- achieve consistent brand experience across thousands of outlets
- keep their costs-in-check per store
- build loyal customer base across the world!



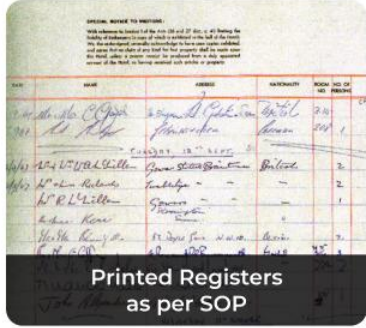
Standard Operating Procedures (SOP)

A standard operating procedure (SOP) is a set of step-by-step instructions compiled by an organization to help workers carry out routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.

Brands invest big \$\$\$
in establishing SOPs &
adhering to them
but there is NO way to
verify adherence



Most SOPs are communicated & implemented either via manual printed registers or via pdf documents



Zero execution visibility



Painful backoffice digitisation



Paper cost per process per register



12 weeks - HQ Reconciliation/ Review



Audits required to ensure adherence



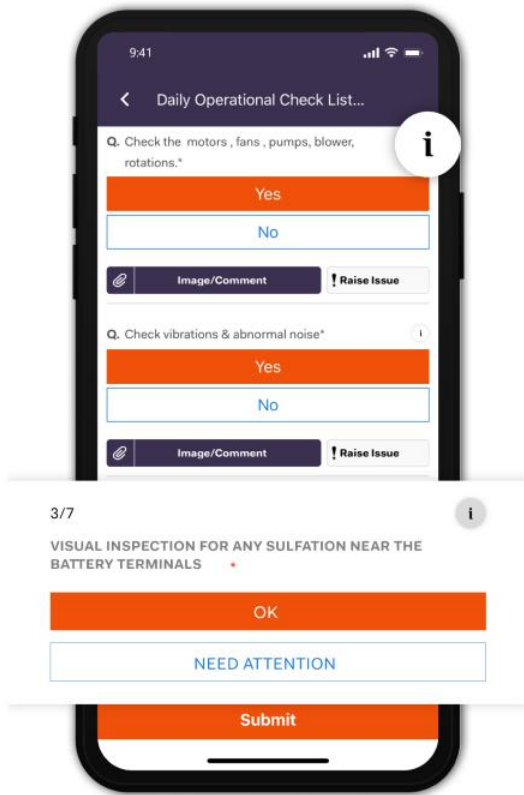
Zero Agility/ processes set in stone



No way to reach end worker

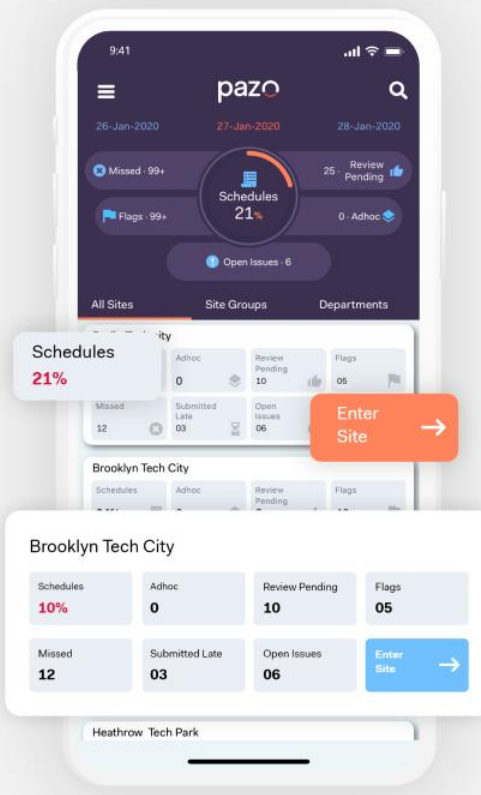


Inaccurate Data



Frontline Storeworkers fill the process checklists at the specified time from the specified location

- GPS
- QR Code
- Live pics



Field Area managers track real-time progress across stores & regions + look at flags

- Red-flags
- Communication



Fully customisable command center dashboards for HQ leadership team & periodic review meetings

- MIS Reports
- Export CSV

Internal Ticketing



Raise tickets to anyone within the store



Raise Tickets from Store to HO and vice versa



Tickets have Turn Around Time (TAT)



Auto escalations incase of non-compliance.

6:38

New Issue

Issue Name

Arrange New stocks

Location * [View Issues](#)

Banglore-Nexus mall

DEPARTMENT *

[Click to select department](#)

USER

[Click to select user](#)

Due Date

0	Hours
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Add Attachments of the Issue

[+](#)

Submit Issue

pazo

Customer Feedback & Complaint



Customer can directly raise complaints via a QR code



Act instantly to improve customer experience



No app or special login required



Just scan to give feedback and rating

The logo for 'paZo', featuring the word in a lowercase sans-serif font with a stylized orange and red arc above the 'o'.

paZo

Investments, Media Coverage and Awards

techstars_

upekkhā

BUSINESS
APAC™

METRO

THE ECONOMIC TIMES

ELEVATE 2018

XCEL

CIOReviewIndia

DECCAN
HERALD

YOURSTORY



pazo



PAZO is the only solution that makes it easy to manage our daily Operations.

Suresh Sadhwani,
Chief Executive Officer



—
Team



Sharjeel Ahmed
CEO & Co-founder



Arijit Bhaduri
VP - Business



pazo

sales@gopazo.com
www.gopazo.com

Pazo Inc, 505 Cento
CT, Pleasanton CA