CLOUD SERVICE FOR MANAGING

- Standards & Business Processes
- Staff & Employees
- Resources to Reach OKR

Retail Audit Execution w/ **QVALON**

9:41

Store

Central store · Store >

21.07.19 — 02.09.18 · 3d · 7d · 30d

Incidents closed on time
43%

Open tasks
50

Process rating

Cash discipline	42% >
Personnel management	53% >
Other	61% >
Marketing	69% >
Cleaning	77% >

Retail Operations and Typical Pain Points

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Typical Pain Points of Retail Chains

- Gaps between HQ and Stores (Distance, Organization, Education)

- Everyone Has Their Own View of Standards

- Nobody Reads Instructions

- High Level of Staff Rotation

- Long and Expensive Training

- New Rules and Standards Implementation (COVID-19, Strategy Deviation)

Our Solution Benefits

1. Sales Revenue Influence +5%

2. Employee Efficiency Increase +20%

3. Whole Retail Chain processes transparency

QVALON Today

- Online/Offline
- Geolocation
- Camera Photo Reports
- Database & Analytics

+5
years on the market

+30 000
stores

+60 000
user accounts

+2 000 000
inspections monthly

Our Experience

- SaaS
- IT Software Development
- Deep Analytics
- 15+ years in Consulting
- Customizing
- Industry Expertise
- Technical Support
- GDPR Data Privacy
- Software Integration

Our Clients

BURGER KING

X5 RETAILGROUP

Amway

BILLA

50+ more chains

QVALON: Mobile Cloud Solution for Managing Processes and Employees

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Checklists

Mobile App

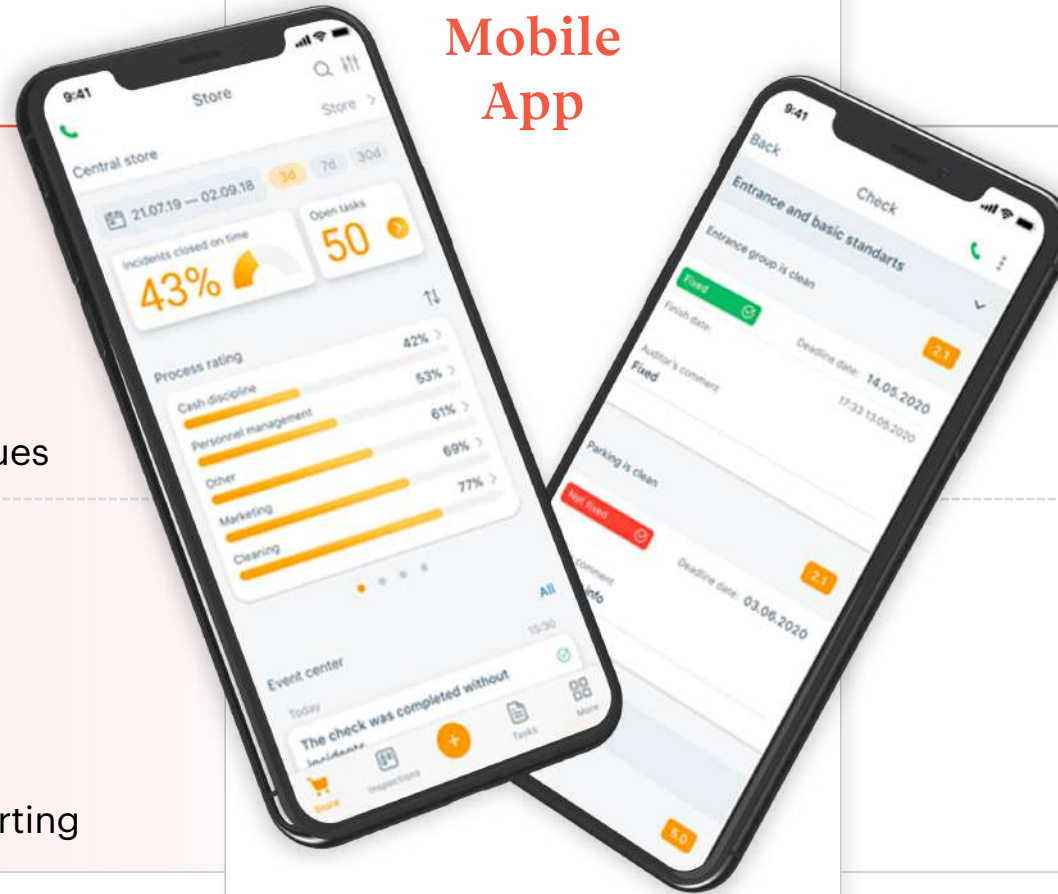## Control of staff efficiency

How it works

- Analytics
- All checklists in one app
- Control of Geolocation where checklist was used
- Photo reports of identified issues

Benefits

- Replacement of paper accounting on digital
- Audits quality growth and cost reduction
- Creation of analytics and reporting

How it works

Workday start time control via photo and GPS •

Personnel time tracking •

Staffing requirements forecasting •

Benefits

Costs reduction •

Staff mobilization •

QVALON Solutions Create Entire Kaizen Ecosystem

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Where we start

+ ## And build up with these later

PRODUCTS

Quality Assurance

- Checklists
- Analytics
- Photo reports
- Task management

All Managers
- Top Managers efficiency
- Transparency & Online analytics
- Soft sales +5%

Boost Sales

- Sales assistant mobile location
- Online video consulting from the site

Sales & Operational
- Hard sales +15%

Brand Perception

- Customer feedback
- Speech analytics
- Competitor analysis

Marketing Managers
- NPS +15%
- Soft & Hard sales +5%
- Early consumer insights - key in post-COVID world

Staff Efficiency

- Time tracking
- Rationing and calculation of needs in personnel
- Shift exchange

All Managers
- Proper staff rotation
- Payroll cut +15%
- Efficiency improvement +25%

Guidance

- Understanding the quality of online shopping
- Financial performance analytics

Operational & Marketing

Tech Innovations

- Online SKU availability on a shelf
- Speech analytics
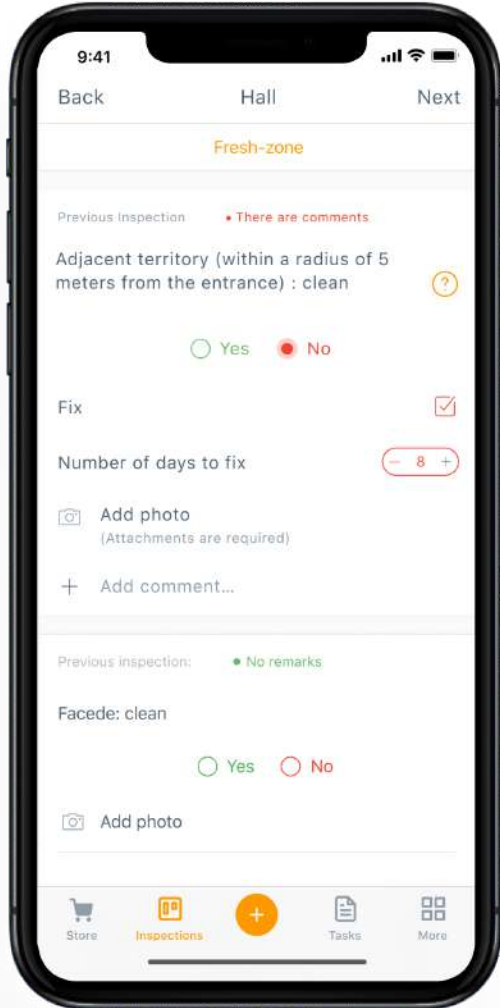- Online video automation

Operational Managers
- Hard sales +5%
- SKU delivery process improvement

Consulting

Consulting

RESULTS

Growth of Sales, Payroll cut, NPS, Budgeting (Optimizing and Investments)
Transparency & Efficiency of Top Managers,

Checklist
Apply the Unique Verification Inspection Methodology

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The key QVALON system tool "checklist" solves three key business tasks

|			
✏️	**List of questions following the standards**	Evaluation of the current process state	The user-friendly interface allows to quickly create and send a list of questions on the indicators of interest to the right department
📷	**Photo report of problems**	Creating a photo report of any problems existing regarding business standards	Self-checklists allow staff to assess their level of awareness and to fill knowledge gaps
🔍	**Analytics of issues**	Storage of information in one place and analysis of key causes	Aggregation of information allows to analyze the issues and increase
🌐	**GPS managing**	Controls of audits completion with GPS	GPS controller reduce the probability of low quality control from other locations

Photo Reports

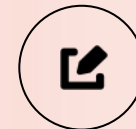**Visual presentation of comments and work results**
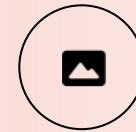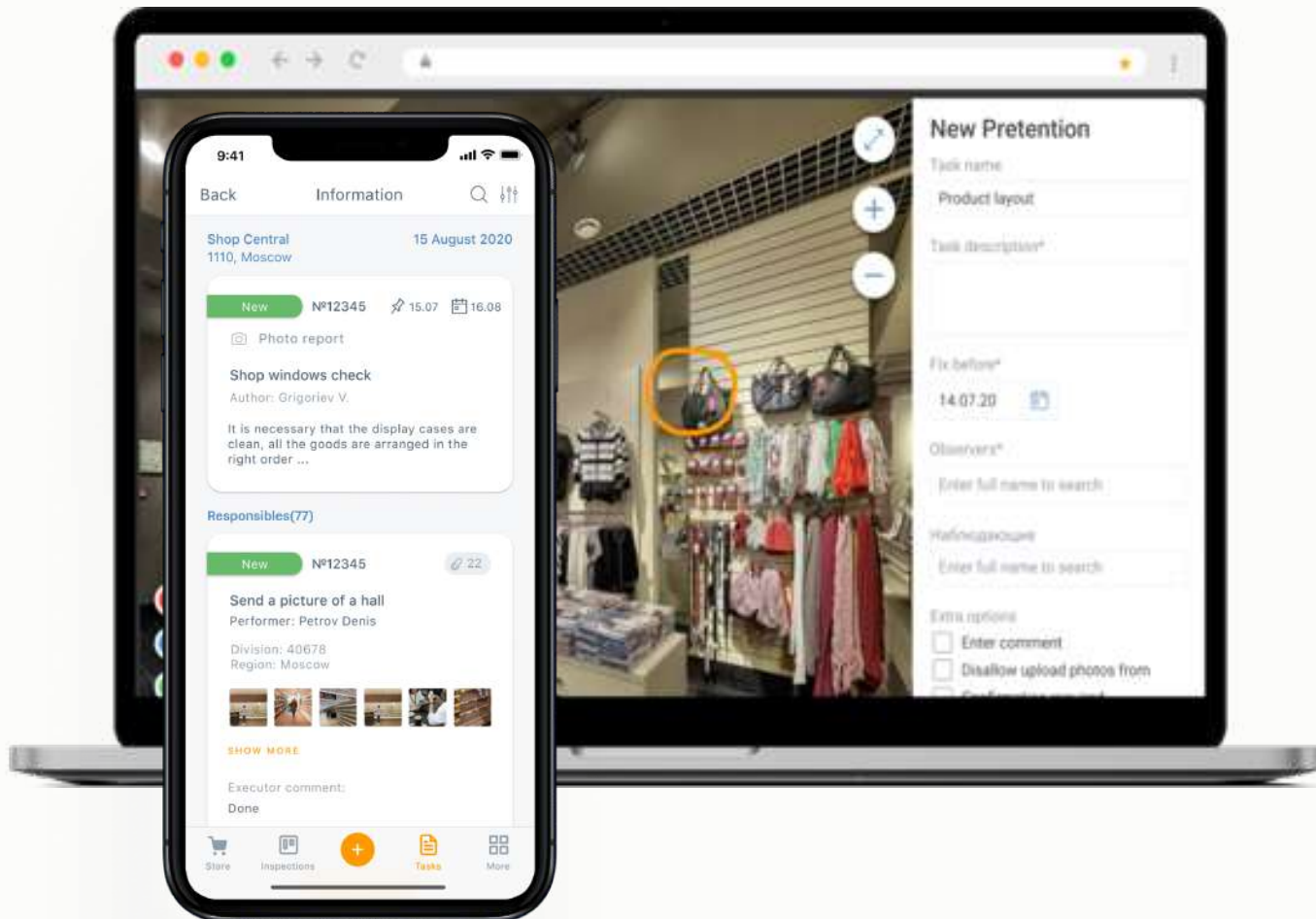
Create a single database of photo reports with comments and links to specific tasks and checklists
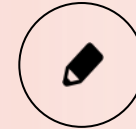
Use the built-in photo editor to highlight faults

Eliminate the possibility of providing false data by disabling the addition of images from your mobile device gallery

Create comments based on photo reports, assign authors and monitor the elimination of comments
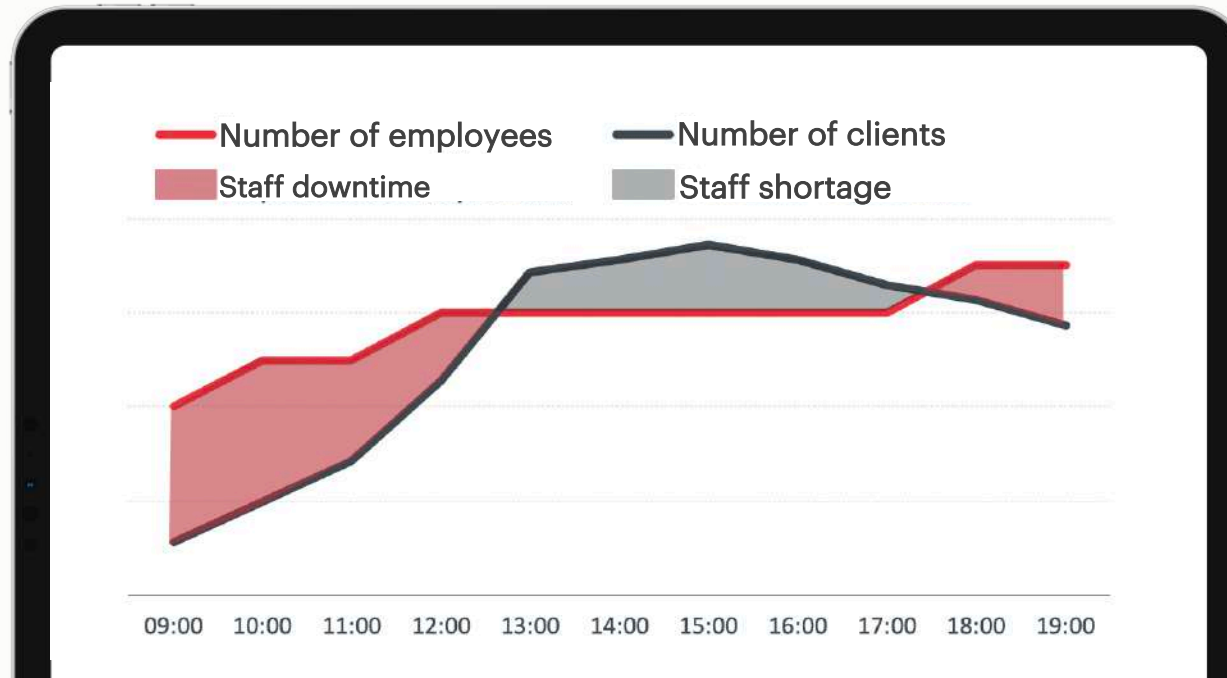
Browse through the photo report history to assess the effectiveness of eliminating comments

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Staff Efficiency

Automatic Load Calculations -> Events, Sales Workload forecasting taking into all specifics and external factors with an accuracy of over 90%

Shift Exchange -> Force Majeure and Shortage

Personal Account -> Tasks, Performance, Salary

Legend:
- Number of employees
- Number of clients
- Staff downtime
- Staff shortage

09:00 10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00 19:00

Time Tracking -> Efforts Monitoring & Accounting

- On arrival/departure/breaks, employees are logged in the system through face recognition.
- Store manager check schedule compliance in real time
- A timesheet with the hours actually worked for the month is automatically generated and uploaded to the wage calculation system

Analytics

Rapid data assessment and forecasting

Identify outsiders and get additional motivation for development when viewing ratings by different business levels (from regions to specific locations and employees)

Find possible growth points and business risks based on analytical reports

Evaluate staff performance and talent pool online
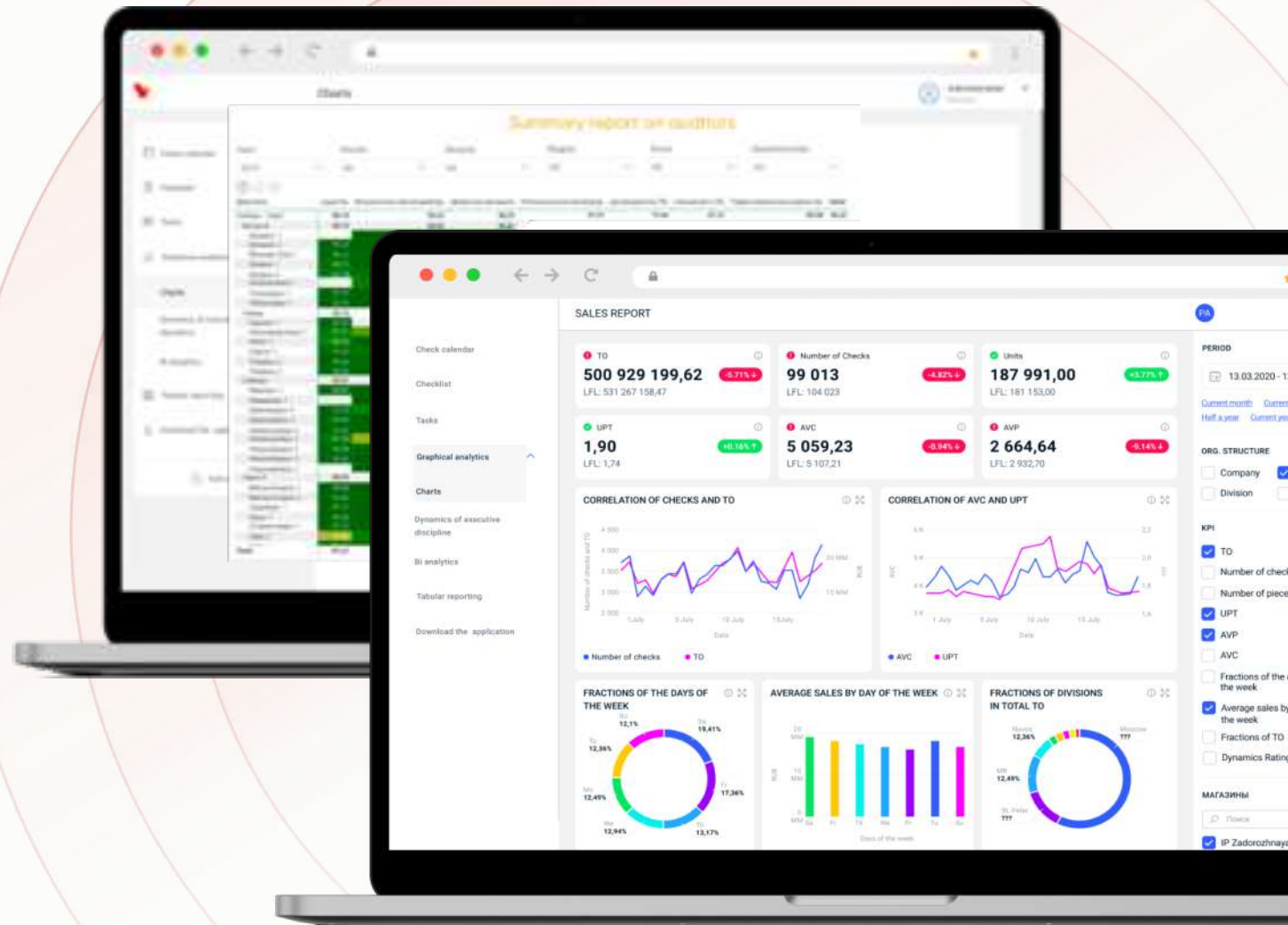
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Survey

Create free forms for data collection and implement many diverse business scenarios

Extended list of response formats: Photo, lists, date, number, etc.

The task is to fill out surveys for responsible, regular tasks.

A single registry of role-based survey templates.

Reporting on completed surveys, upload to Excel

- Competitive Price Monitoring
- Employee Surveys
- Candidates Interview
- Shelf monitoring
- Order promotional materials in **stores**

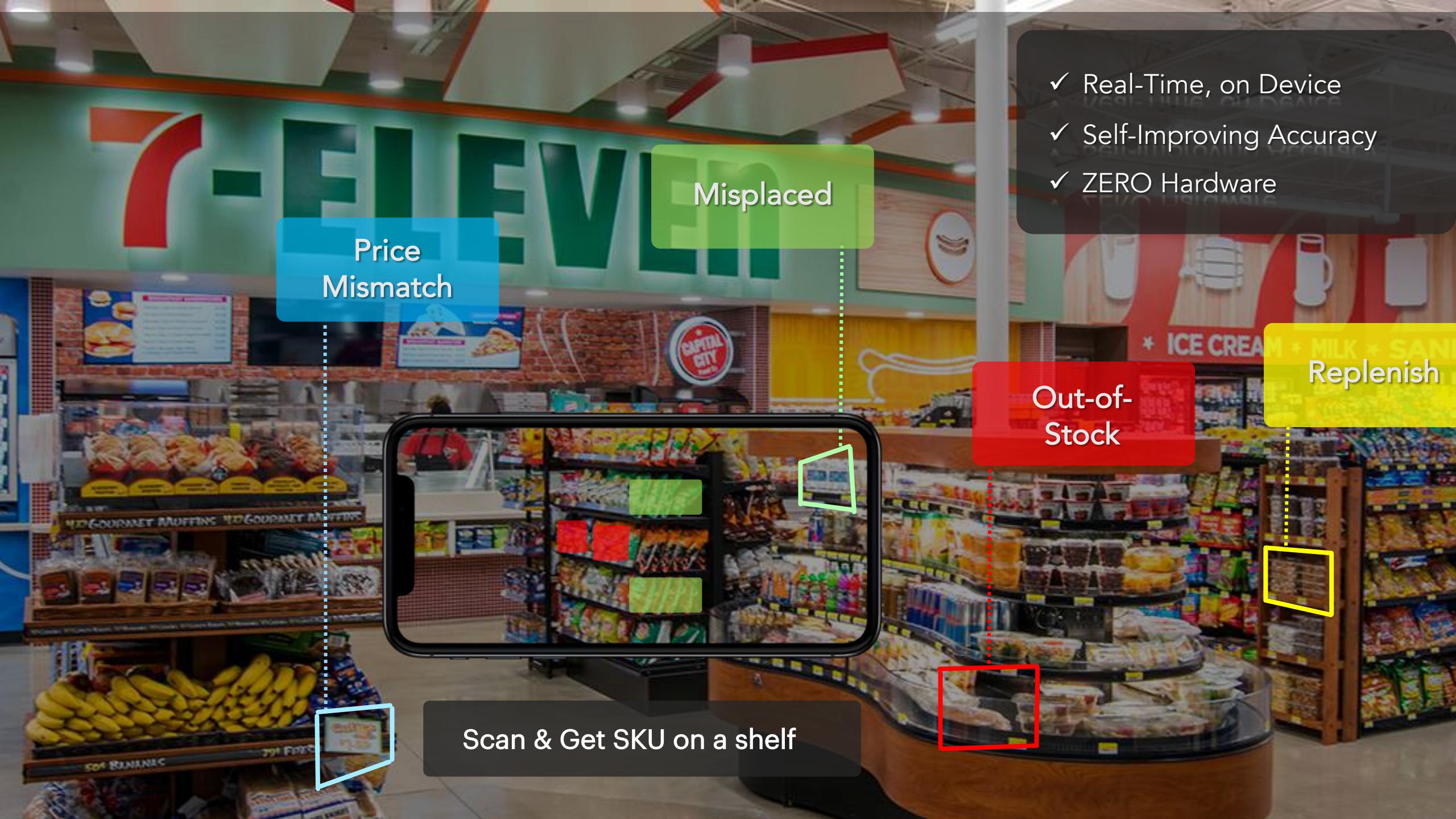# Customer Feedback from Google Maps & other sources

Collect data from Google Maps, Marketplaces, Social Networks, Reviews, Forums, Chats in convenient charts:

- Problem Service Points
- Audience and Needs
- Opinion Trends
- Pricing Policies
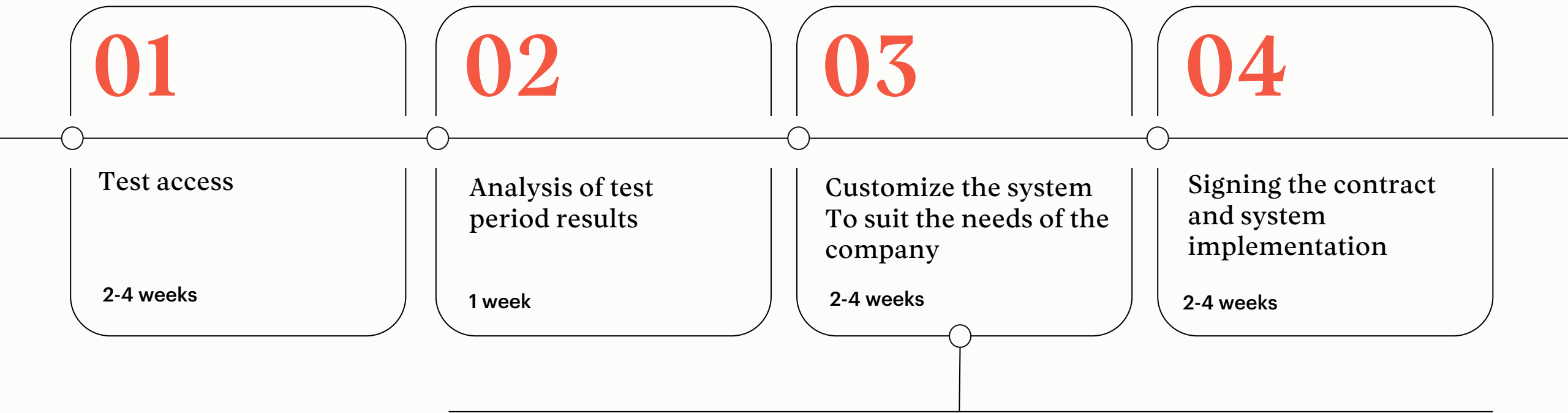- Comparison with Competitors
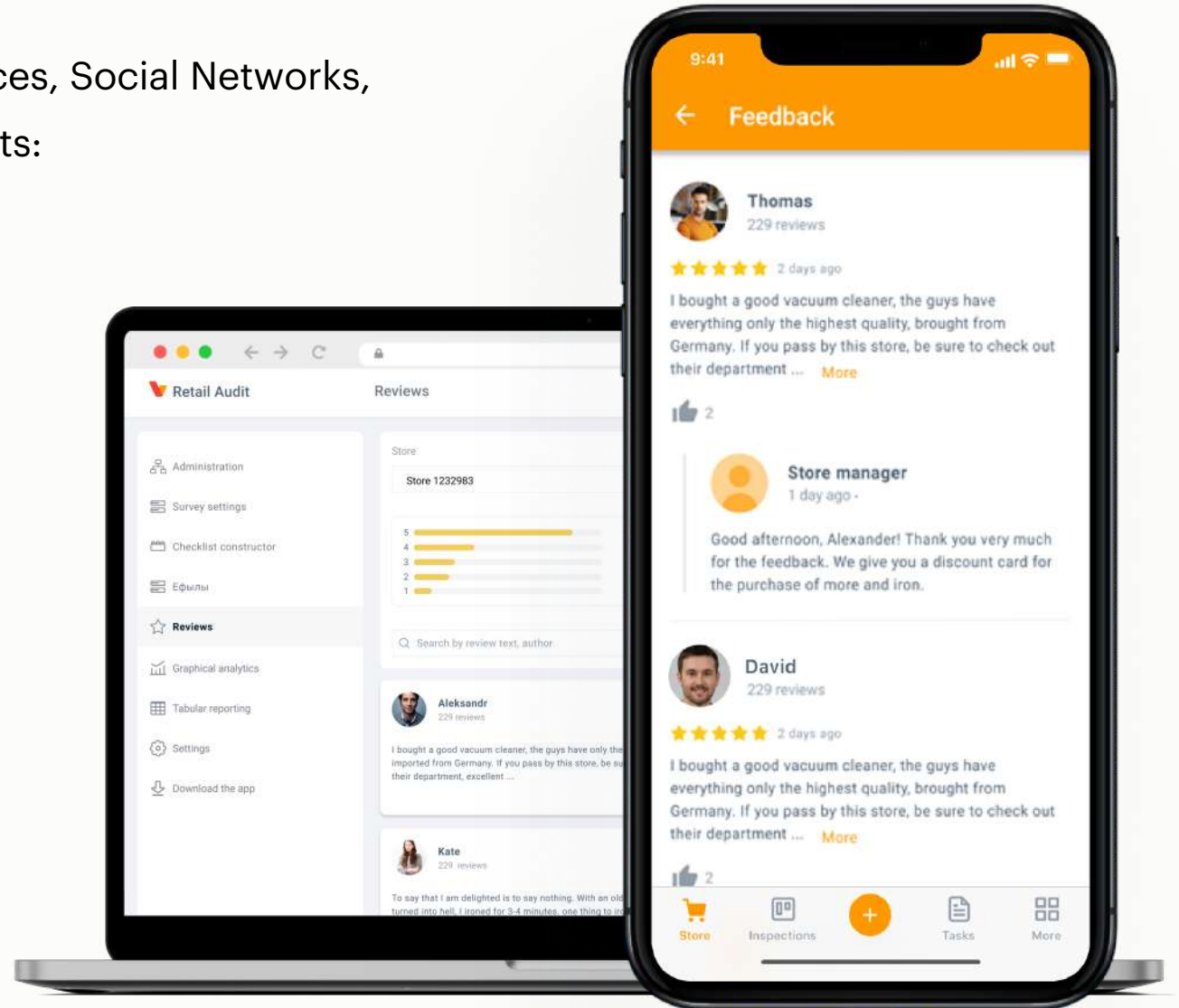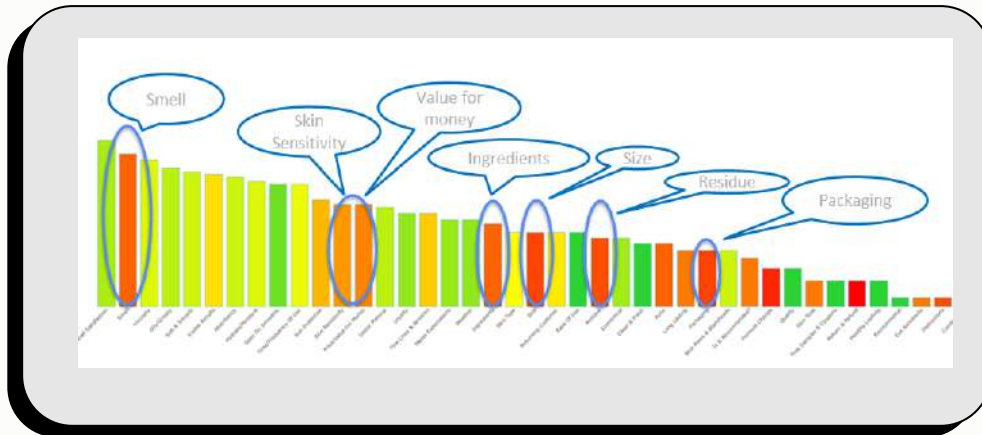
Price Mismatch

Misplaced

Out-of-Stock

Replenish

✓ Real-Time, on Device
✓ Self-Improving Accuracy
✓ ZERO Hardware

Scan & Get SKU on a shelf

QVALON Implementation Steps

Checklists/Tasks/Analytics

01

Test access

2-4 weeks

02

Analysis of test
period results

1 week

03

Customize the system
To suit the needs of the
company

2-4 weeks

04

Signing the contract
and system
implementation

2-4 weeks

In step 3

It is possible to connect additional
services, which can be included in
the system cost or paid separately

Training services for users and
administrators

Consulting services for the
development of the system
methodology

QVALON is Suitable for All Business Requirements

For small or large companies from different fields retail, banking, restaurant business, etc.	**Access from a computer or mobile device** iOS and Android	**Hotline and account manager support** informing on updates and new releases
Installation on a server or cloud solution, the SaaS and On-premise solution	**Service integration with other systems** including ERP, SAP, Microsoft	**Online or offline** the service can be used even in remote locations without network access

Custom metrics for every business

Next Steps

Phase 1 – Start Increase Efficiency

1. Run QVALON system on a limited number stores with features:
- **Checklists**
- **Photo Reports**
- **Surveys**

2. Get Results and compare them with other stores of the Chain

Phase 2 - Expansion

When Quality meets Transparency

Thank you!

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