monpellier
Inspired business solutions

Microsoft Dynamics 365 Retail

Capabilities

Drive unified commerce

Create seamless shopping experiences

Increase revenue, customer satisfaction, and brand loyalty by delivering a consistent shopping experience across stores, web, mobile, and call centres.

Enable omni-channel buying

Give customers the convenience and flexibility to buy in-store, pick up in other locations, or get home delivery through optimised ordering and fulfilment tools.

Increase brand loyalty

Enable customers to earn and redeem points, and use gift cards and promotional coupons across channels.

Create a modern store experience

Deliver exceptional customer service

Meet customer expectations by using tools to access real-time product, customer, stock, and order visibility.

Tailor product selection and recommendations

Offer more product selection and recommendations through advanced analytics that provide the best of both online and in-store shopping.

Optimise store operations

Gain insights through automation and business intelligence dashboards that manage reports, scheduling, time tracking, and sales.

Effectively manage merchandising

Streamline sourcing and replenishment

Acquire stock from the right supplier at the right price, and allocate and replenish stores based on season, market demand, and competitive pressures.
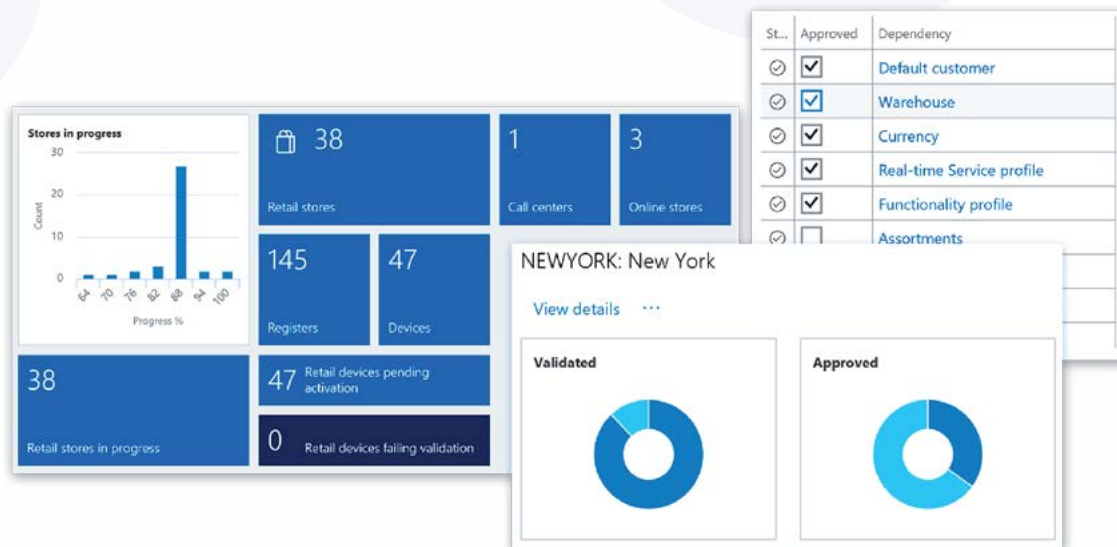
Manage product demand

Offer the right products in the right channels at the right prices by centrally tracking product information, categories, assortment, and pricing.

Amplify sales and promotions

Target product and promotion by category, channel, season, loyalty, and tier to impact revenue.
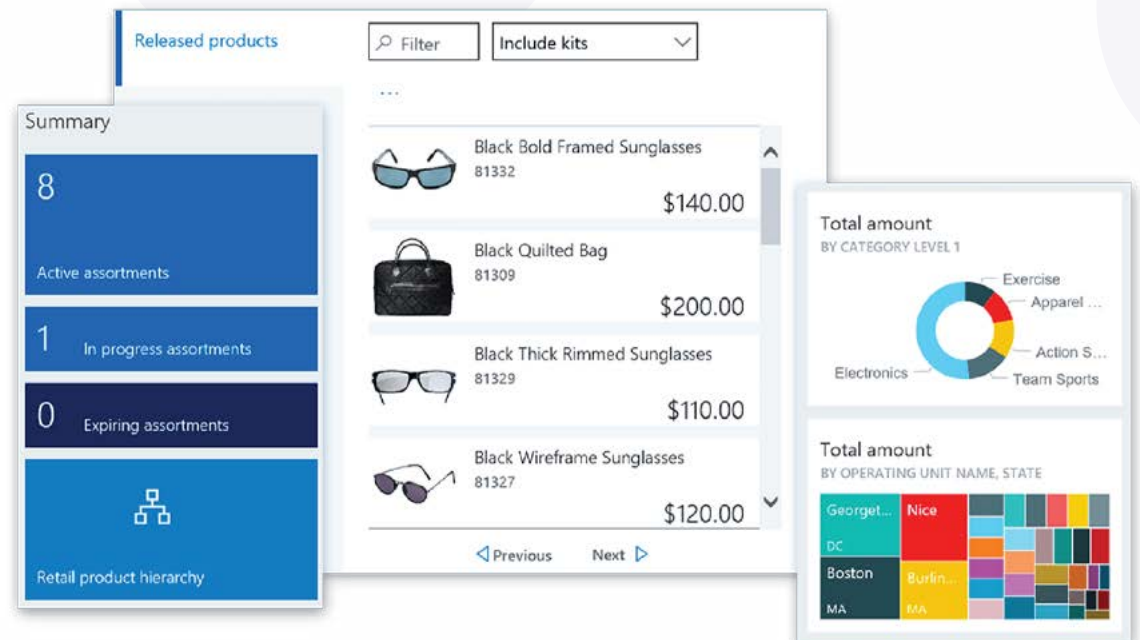
Optimise operations through insights

Maximise business impact

Reduce fulfilment costs, improve stock utilisation, and efficiently manage your business using customer and operational insights.

Speed up end-of-day activities

Complete key store closing activities faster using automated and streamlined workflows.

Increase stock visibility

Manage stock counts to enable the right level of stock at the right locations

Meet changing business needs

Drive actions to support multi-company, multi-brand, and multi-channel global operations.

Innovate with a modern and adaptable platform

Adapt quickly

Accelerate time to market and adapt the application to your needs with no-code visual editors and tools that make is easy to build and deploy web and mobile apps.

Extensible platform

Automate processes across Dynamics 365 applications and third-party systems for better engagement experiences.

Invest with confidence

Rely on the Microsoft cloud platform to reduce the cost and complexity of operating a global infrastructure and trust our state-of-the-art datacenters to safeguard your data.

Drive innovation

Transform your customer interactions with deep insights provided by artificial intelligence that guide your teams to the right business outcomes.
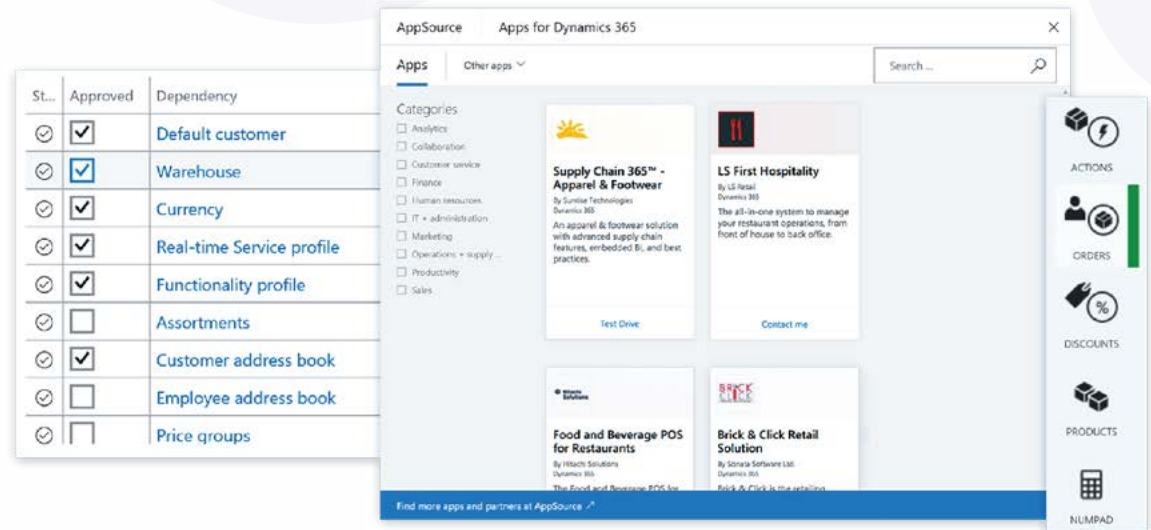
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Find out more about **Microsoft Dynamics 365**

Call: 0191 500 8150
Email: info@monpellier.co.uk
Visit: www.monpellier.co.uk