



Mi9 RETAIL SUITE

JEWELRY RETAILERS

SELL THE WAY YOUR CUSTOMERS BUY WITH THE Mi9 RETAIL SUITE

OUR COMMITMENT TO RETAILERS:

Mi9 Retail is committed to helping retailers create great experiences for their customers – online, in store, or wherever they occur. We believe that a great experience takes place when optimized product planning and inventory management intersect perfectly with skillful customer engagement and point-of-purchase execution. The results are better revenue and margin performance, greater customer engagement and value, and a more satisfied, loyal workforce.

Mi9 RETAIL SUITE FOR JEWELRY RETAILERS:

Mi9 Retail understands the needs of jewelry retailers. Our Jewelry Group is comprised of highly-experienced jewelry-industry software professionals and is dedicated exclusively to the needs of the retail jewelry trade. With fixed and mobile solutions to manage inventory, clientele customers, fulfill omni-channel orders, service customers from anywhere in the store, and engage customers with timely, relevant offers, Mi9 Retail can help you improve stock movement, achieve higher margins, increase customer engagement, and boost your sales.



CUSTOMER ENGAGEMENT AND STORE

a complete customer engagement and selling solution including mobile POS, clienteling, unified OMS, and online engagement tools.



DIGITAL COMMERCE

a complete e-commerce platform for direct-to-consumer and business-to-business.



MERCHANDISE MANAGEMENT

a robust merchandising system to manage supply chain, assortment planning, purchasing, warehousing, OTB, and replenishment.



RETAIL ANALYTICS

a comprehensive dashboard and predictive analytics solution that offers actionable business intelligence right out of the box.

Mi9 RETAIL: MAKE YOUR JEWELRY BUSINESS SHINE



JEWELRY-SPECIFIC PRODUCT CREATION

Define the unique product information associated with jewelry, including type of metal, stone, design, and more than 200 other attributes. Associate warranty information, certificates, multiple product images, and more. Track inventory by serial number at every stage of the product lifecycle.



BUILD CUSTOMER LOYALTY

Build long-term relationships with your most profitable customers. Turn every bride into a lifelong customer when you remember her birthday and anniversary, and propose the perfect gifts by using Mi9 Retail wish list capabilities.



OMNI-CHANNEL EXPERIENCES

Provide unparalleled service to your discriminating clientele with a true 360° view of the customer's behaviors across all channels. Use tablets in the store for mobile POS capabilities, digital product browsing, omni-channel inventory lookup in real-time, clienteling, analytics and more.



FULL-FEATURED REPAIR MODULE

Manage jewelry repairs including engraving, ring resizing and more with Mi9 Repairs, an integrated module that provides real-time visibility into repair status through every step of the process.



SELL MORE AND BOOST MARGINS

Improve stock movement and achieve higher margins with intelligent cross-selling and up-selling. Replenish high margin items more efficiently and avoid unnecessarily re-ordering slow moving items.

CUSTOMER ENGAGEMENT AND STORE

A complete customer engagement and store management solution including mobile POS, clienteling, unified OMS, and online engagement tools. The solution includes a device-agnostic store platform for point-of-sale, associate management, order management and inventory management. The solution facilitates efficient store operations as well as the perfect in-store shopping experience, transforming sales associates into customer engagement experts.

Mi9 POS

A complete retail point of sale solution for fixed and mobile devices that gives store professionals real-time access to omni-channel product information and customer profile information. POS functionalities include promotions, discounts, voids, customer orders and the ability to suspend and retrieve transactions on any mobile device, fixed workstation or other in-store location.

Mi9 POS offers:

- Full transaction management
- Hardware and operating system agnostic
- Easily deployed on a mobile device
- Omni-channel inventory visibility
- Configurable tenders including gift card, store credit and in-house account management
- Client management
- Discounts and promotions
- Configurable Loyalty Programs

Mi9 STORE ASSOCIATE MANAGEMENT

An associate management module for retailers that provides the right tools to manage and optimize store associate performance. The solution provides visibility into associate operations and transactions in real-time with integrated retail associate management software.

Mi9 INVENTORY MANAGEMENT

An inventory management solution that delivers real-time visibility of inventory across all business channels. Store associates can check item availability across the organization, ensuring customers can find what they want, wherever they want to shop, so you never miss a sale.

Mi9 Inventory Management offers:

- Store receiving
- Transfer send/receive
- Physical inventory
- Bin transfers
- Omni-channel inventory lookup
- Product browsing by category
- Product information with image and description
- Price check outside of a transaction
- Add product to a transaction from the Look Book
- View related products and promotions

Mi9 UNIFIED OMS

A comprehensive OMS solution that empowers retailers with the technology needed to view and manage omni-channel inventory and customer data in real-time, resulting in the seamless “click and collect” service that today’s customers demand.

Mi9 OMS offers:

- Configurable rules and workflows
- Order online, pickup in store
- Order online, ship from anywhere: distribution center, vendor or any store
- Order in store, ship from anywhere: distribution center, vendor or any store
- Reserve online, buy in store
- Pick/Pack/Ship management

Mi9 Store Associate Management offers:

- Plan objectives weekly, monthly or yearly for one or more stores
- Manage commissions
- Manage staff profiles
- Manage time and attendance

Mi9 CLIENTELING

Mi9 Clienteling is a powerful relationship selling system designed to enhance customer engagement and augment the customer experience at every step of the customer journey. This robust solution leverages real-time visibility into customers' omni-channel activities across all channels, wish lists, preferences and contact details, providing retailers with higher sales and improved loyalty.



PERSONALIZED CUSTOMER EXPERIENCE

Establishes a one-to-one relationship that is highly personalized in product, service and outreach and also provides enterprise-wide knowledge to associates on the store floor, at the customer's point of decision.



LOOK BOOK

Allows store associates to browse through a beautiful gallery layout of products with the customer and easily access product descriptions, images, alternative sizes, colors and prices.



ASSISTED SELLING

Enables better day-to-day sales management through tasks, templates, queries, reminders, campaigns, email and more.



ONGOING ENGAGEMENT

Enables sales associates to send thank you e-mails or letters, confirm deliveries and follow up on replenishment items, keeping the associate-customer relationship active.



VALUABLE DATA COLLECTION

Collects preferences, contact information, lifestyle information, wish lists and more. Much like a manual client book, with retail clienteling software, the associate has a complete history of customer purchases and can maximize the data gathered while face-to-face with the customer.

Mi9 CRM

Mi9 CRM is an integrated, retail-specific customer experience and relationship management solution that allows retailers to understand and engage their customers with the power of omni-channel data. Forming and maintaining relationships with customers is made easy as Mi9 CRM helps to streamline all areas of customer interactions through the use of dashboards, analytics and reporting tools. By spotting patterns and determining trends, Mi9 CRM enables control of customer engagement to run a more profitable and efficient business.



AUTOMATIC AND AD HOC SEGMENTATION

Offers endless flexibility for automatic and ad-hoc segmentation and targeting. By segmenting customers around product categories, each segment can receive targeted content about product value and specifics. This allows retailers to offer unique, personal care and targeted products that stand apart in quality and originality.



CAMPAIGN MANAGEMENT AND ANALYTICS

Provides the power to plan and execute multi-channel, multi-stage marketing campaigns. CRM marketing analytics provide a means to easily track the effectiveness of marketing campaigns by comparing actual responses and sales. Marketing strategies can be continually refined based on the collection and analysis of data from campaign results.



TARGETED OUTREACH

Enables retailers to know customers better and understand where they are in the customer lifecycle. Receive immediate gains through effective, targeted outreach and compelling messaging.



CUSTOMER LOYALTY

Supports a wide array of loyalty programs with point and card management. Additional features include chargeable membership/renewal fees, seamless integration with online portals or consumer-facing mobile apps and more.

Mi9 REPAIRS

A robust solution to support repairs or services including engraving, resizing, watch overhauls and more. This integrated module provides real-time visibility into every step of the repair process, enabling associates to easily create, process, and monitor repair orders. Associates receive notifications when an item is ready for customer pickup or delivery. This full-featured repair management module provides streamlined

Operations Features

- Repair entry
- Manage third party vendor repairs
- Estimates
- Associate detailed instructions
- Attach warranties, certificates and other documents
- Attach images
- Status log
- Real-time status updates
- Configurable charges and types
- Due date

Reporting Features

- Aging repairs from time in
- Repairs approaching due date
- Age of repairs by due date
- Past due repairs
- Repairs by vendor
- Repairs by station
- Repairs by store
- Repairs by status
- Repairs by 3rd party vendor

Customer Service Features

- Associate repair to customer profile
- View repairs in customer history
- Associate notification of repair status updates
- Real-time tracking of repair status

Additional Features

- Electronic record history for customer
- Categorize type of repair – jewelry, watch, warranty
- Track costs and component inventory
- Access service price list
- Make up/break up product support and tracking

Mi9 STORE ASSOCIATE MANAGEMENT

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Mi9 Store Associate Management offers:

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DIGITAL COMMERCE

Mi9 e-Commerce is a feature-rich B2B and D2C digital commerce solution for high growth and established retailers. The solution is cloud-based and scalable. With one thousand features available out-of-the-box, this flexible omni-channel platform can help you create your online presence, or expand your current online presence to a whole new level.



MERCHANDISING

Enables non-technical staff to merchandise your products effectively and efficiently to stay one step ahead of the competition.



SHOPPING CART & CHECKOUT

Turns more browsers into buyers by monitoring and refining the shopping experience during and after checkout.



SEO & MARKETING

Spreads the word about your site and keeps it top of mind with built-in marketing and SEO tools. Coupons, Discounts & Gift Certificates - Drives incremental sales volume with special offers that you can target, control, and manage with ease.



LOYALTY REWARD POINTS PROGRAM

Rewards your loyal customer community with points for their orders, reviews, and referrals. Product Reviews - Enables your customers to write product reviews as registered or unregistered users, with or without specific approvals.



REPORTS

Helps you optimize your merchandising performance, site traffic, and abandoned cart recovery strategies with out-of-the-box reports.



INTERNATIONAL

Allows you to reach customers around the globe in their own language and currency, and includes APIs for easy integration to UPS, FedEx, and local postal carriers.

MERCHANDISE MANAGEMENT

Mi9 Merchant is a merchandise management designed specifically for high-value customer interactions. This integrated retail merchandising solution provides an intuitive, role-based experience and streamlines interactions between technology, business processes and people. The solution modules help manage the entire product life cycle across the enterprise, including planning, purchasing, pricing, promotions, replenishment and more.

MERCHANDISE MANAGEMENT

Manages multiple prices, vendors and product attributes enabling more informed and precise merchandising decisions based on real-time data. Ensure the right product is at the right place and at the right time.

PLANNING AND OTB

Simplifies the process of forecasting sales and inventory budgets with collaborative planning and open-to-buy techniques based on customer buying patterns. The solution allows users to highlight the variables they want to examine closely, such as sales, markdowns, beginning and end-of-period inventory or discounts; and compare proposed budgets for each against actual and historical information by relevant store grouping.

ASSORTMENT PLANNING

Bridges the gap between financial planning and order processing with this assortment planning module that allows merchandise from the merchandise financial plan to be selected for assortment before purchase orders are created and approved.

PURCHASING AND WAREHOUSING

Controls the complete order process, from vendor quoting, order processing through receiving, inspection, vendor payment to final distribution. Users at the distribution center can unload, receive merchandise, place in inventory and then pick and pack from multiple bins for store distribution with an easy-to-use system that also manages cross-dock and pack management.

REPLENISHMENT

Optimizes inventory replenishment while balancing on-hand inventory throughout the network with automated replenishment and facilitates on-hand stock movement as well as stock balancing throughout retail channels.

MASTER DATA MANAGEMENT

Adapts depending on the product type, providing multiple colors and sizes, whereas other product types will include different fields. Manages multiple prices, vendors and product attributes in a role-based interface that can be custom-designed to suit the user's unique data needs.

ROLE-BASED SECURITY

Assigns permissions based on user roles or directly related to users themselves. User roles allow assignment of permissions to a group of users, with each user inheriting permissions assigned to their position.



RETAIL ANALYTICS

Mi9 Intelligence is a comprehensive analytics solution built for the specific needs of retailers. Pre-configured dashboards get you up and running quickly. Your information is stored in a retail data warehouse and the Mi9 unified data model ensures your users can access real-time, consistent views of important measures, KPIs, and report details.

ROLE-SPECIFIC DASHBOARDS

Answers the common business questions for Executives, Merchandising, Store Operations, Loss Prevention, and Marketing.

ROBUST REPORTING

Delivers custom reporting and a pre-populated library that includes a list of core reports specific to the user's role and allows configuration of frequently used reports to be accessed quickly through the "My Go-To Reports" list.

MEDIA ASSET MANAGEMENT

Encapsulates a media asset management system, enabling images to be dragged and dropped from a virtual film roll to enrich product information in the merchandise database.

EXTENSIVE DRILLING CAPABILITIES

Provides authorized users complete analytical flexibility, allowing access to every area of the multidimensional data warehouse, down to individual transactions.

ROLE-SPECIFIC WORKBENCH

Outlines each role's core KPIs and isolates opportunities and risks to help execute business-critical actions based upon clear alerts and recommendations - such as creating markdowns, swapping product, sourcing and re-ordering candidate products, issuing transfers and consolidating product from/to candidate stores.

VISUAL INSIGHTS

Dynamic dashboards for implementing advanced scorecards and graphs make it easy to playback key performance data between selected dates or times. Users can easily perform drill-down analysis for further data interrogation.

GEOSPATIAL ANALYTICS

Shows relevant data such as POS sales that can be banded, color-coded and displayed by zip code, census area, marketing block or sales regions via GIS data and Google Maps. Visually spot demographic influences on customer purchasing behavior, including the ability to drill down directly to transaction line-level details.

IN-MEMORY SCHEMA DESIGN

Provides high performance drill-through capabilities on dashboards and ad hoc queries.

ACTIONABLE ANALYTICS

Use analytical insight to drive operational process execution directly from a report, such as: create a PO for trending product, markdown candidate products, create a customer list for CRM, and more.



A SAMPLING OF Mi9 RETAIL JEWELRY CUSTOMERS:

Lee Michaels
FINE JEWELRY & DISTINCTIVE GIFTS

HELZBERG
DIAMONDS *I AM LOVED*

PARIS
JEWELLERS

LONDON
JEWELERS since 1926

HAMILTON
FAMILY-OWNED JEWELERS SINCE 1912

LUX BOND & GREEN

Tappers
DIAMONDS & FINE JEWELRY

TIVOL

Fink's
JEWELERS


HYDE PARK

DC
DIAMOND
CELLAR

DAY'S
JEWELERS



OUR ARCHITECTURE

MULTIPLE DEPLOYMENT OPTIONS

In the cloud, on premises, or as a service

SCALABLE

High performance for 1 to 1000 stores, requires little support

SUPERIOR ENGINEERING

Common stable platform seamlessly integrates our software to operate modularly or as a suite

FULLY OBJECT ORIENTED

Global changes are made once

LEADING DEVELOPMENT

.NET and HTML5

SOLID OS

Runs on Windows OS commodity hardware

LOWEST TOTAL COST OF OWNERSHIP AND FASTEST TIME TO VALUE

Single Platform significantly lowers implementation and ongoing IT requirements

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