

Mi9 Software as a Service

Entrust the dedicated Mi9 Retail SaaS team to manage your product application infrastructure, creating more time to focus on the business of retail.



Lower Total Cost of Ownership

Reduce your TCO by eliminating the burden of responsibility for software management and infrastructure. Server and network hardware, IT personnel, implementation, and maintenance often balloon initial and ongoing project costs with on-premises deployments.



Predictable Cost Structure

Benefit from a predictable cost structure by shifting responsibility for server infrastructure, security, vulnerability assessments, and ongoing issue management away from your in-house IT team.



Streamlined Scalability

Scaling for your growth or peak periods is simplified with predefined monitors and pre-approvals. Disk space and memory are managed proactively and can be adjusted quickly as needed, with minimal or no downtime.



Superb Security

We perform vulnerability assessments and penetration testing on regular schedules. A PCI-aligned security policy includes access rights, passwords, auditing, as an Information Security Management System (ISMS). All data centers are PCI, HIPAA, and SOC-compliant.

The Mi9 Retail Software as a Service offering delivers the full features of our solution suite in the cloud.

Hosted using public cloud infrastructure, your solutions are deployed on a centralized domain with shared authentication. To streamline user access, we provide a web-based and thick client user portal to all applications with no need for remote desktop software.

Hardware and software are regularly kept up to date according to the latest industry standards and complete refresh cycles without causing downtime to your system. You no longer have to manage the budget request and approval processes required to upgrade your equipment. What's more, you can choose to scale up and scale down your system resources efficiently in order to adapt to market cycles.

We image application, database, and infrastructure servers daily. Updates and software patches are applied to the development and test environments first, and then rolled up to the live environment. This approach safely updates live servers and limits downtime.

Moving retail systems away from on-premises installations into the cloud is the single most important shift that retailers like you can make to improve customer experience, boost return on technology investment and lower overall IT management costs. Mi9 Retail is your expert partner for Software as a Service. Contact us today for a personalized cost-benefit assessment and more details.



Mi9 Retail SaaS Services Overview

Performance and Scaling

Our infrastructure is configured to alert us in real-time when it detects performance issues. The Mi9 Retail SaaS team responds and scales resources quickly when needed with minimal or no disruption to you. Analyses occur throughout the year and before peak seasons to ensure that current specifications continue to meet growing demand.

Updates and Software Patches

We apply updates and software patches to the development and test environments first, and then roll up to live. This approach safely updates live servers and limits downtime. Software updates are applied to the live environment during each maintenance window, or as otherwise coordinated with you.

Disaster Recovery

We have implemented a comprehensive disaster recovery plan that includes primary and backup redundant networks, a well-documented communication process, and failover scenario testing. Failover scenario testing is coordinated with you and performed annually.

Penetration Testing

We perform penetration testing on a regular schedule.

Vulnerability Assessments

Monthly vulnerability testing is performed by a third party and any issues are addressed quickly.

About Mi9 Retail

Mi9 Retail is the fastest growing provider of enterprise software for retailers, wholesalers, and brands. Mi9 enables the world's leading retailers to automate and optimize their entire Plan-to-Sell™ process, from planning to executing, influencing, and selling merchandise in-store, online, and on any device. Mi9 corporate retail systems facilitate better planning, master data management, allocation, and replenishment, and Mi9 customer engagement and point-of-purchase systems boost revenue across digital and brick-and-mortar channels. Our solutions are connected via a common analytics framework that serves as the foundation of the system and speeds time to insight with role-based dashboards, KPIs, and governed self-service data discovery. Mi9 Retail is committed to helping retailers on their path to success, so they can maximize revenue and customer engagement while minimizing costs. Visit www.mi9retail.com to learn more.