Solution Overview Vision Retail Distribution

Integrated platform for Products and Services Suppliers

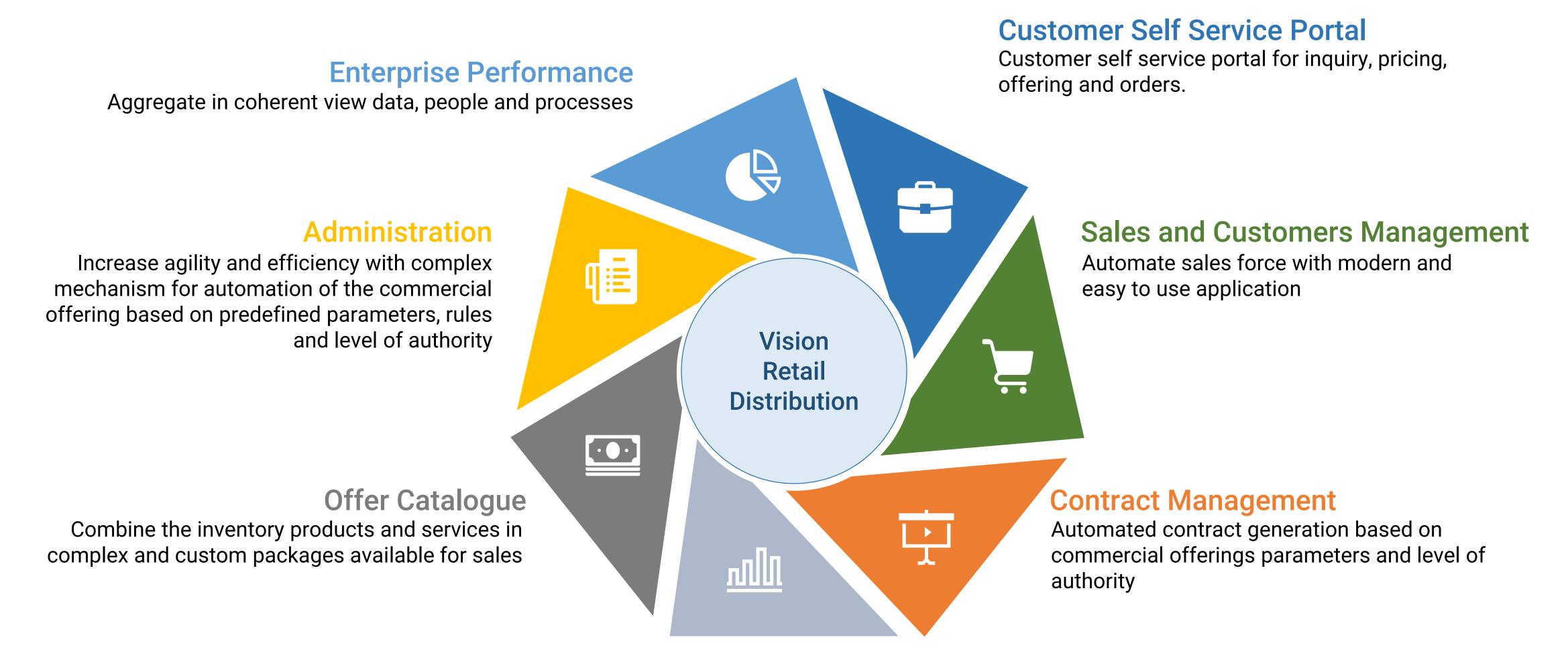


#Administration and Automation



Vision Retail Distribution

Integrated platform for Products and Services Suppliers



Operation

Fully automated operational processes covering: Orders, Delivery, Maintenance, Info, Requests, Claims and Customer Service



Vision Retail Distribution

Integrated platform for Products and Services Suppliers

Sales Processes:

- Lead generation
- New clients acquisition
- Up Sales, Cross sales, Renewal and Renegotiation

Contracting and Operational Processes - are applied to existing clients base and consist in:

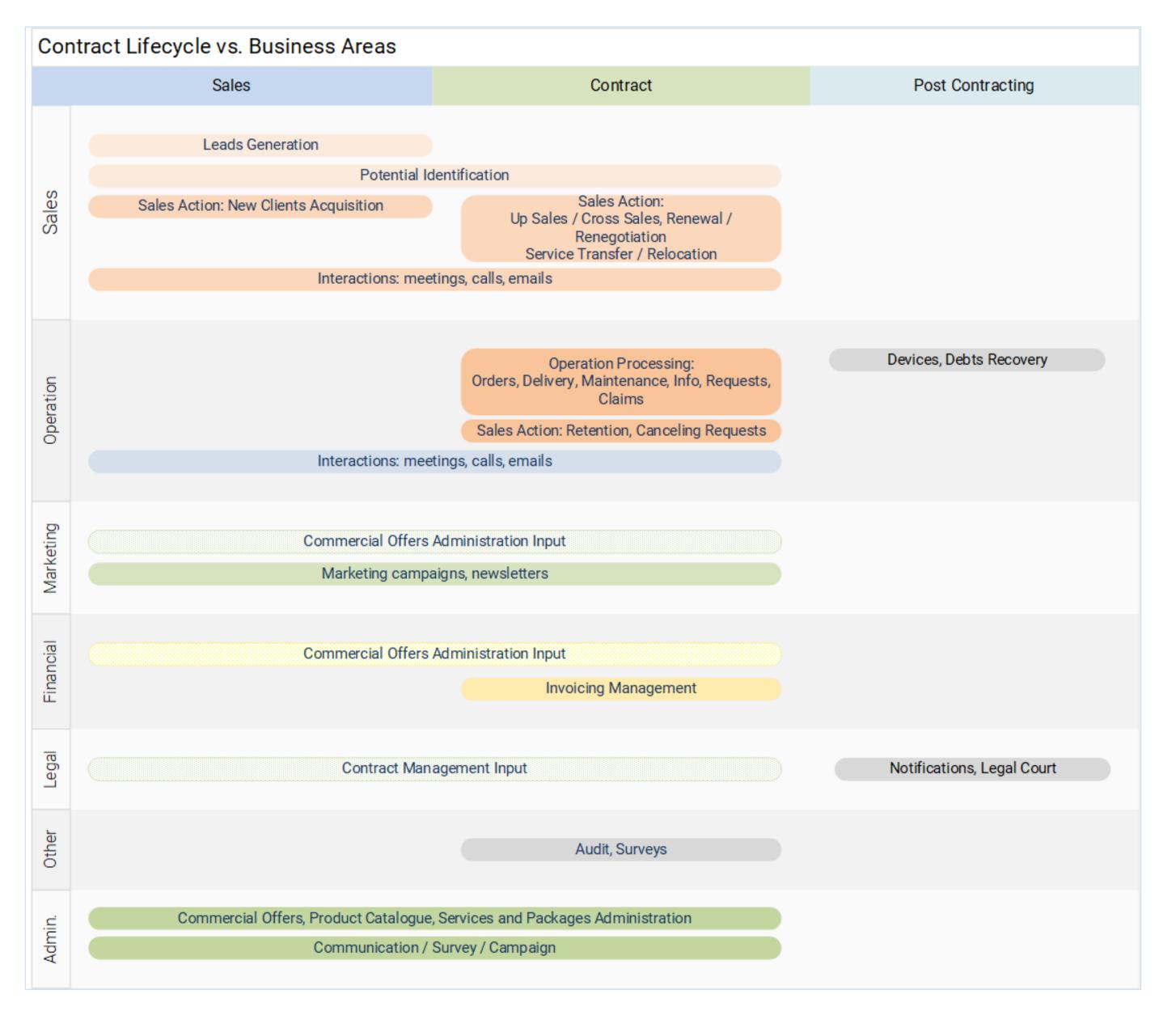
- Approach based on clients segmentation
- Portfolio Management Activities
- Clients Portfolio Risk Assessment
- Specific operational: Orders, Delivery, Maintenance, Info, Requests, Claims, Customer Service, Development, Collection and Retention activities

Post-contracting Processes - cover cancelled contracts and past customers:

- Cancelled Contracts
- Past customers

Administrative Processes - complex mechanism for automation control of the commercial offering based on predefined parameters, rules and level of authority:

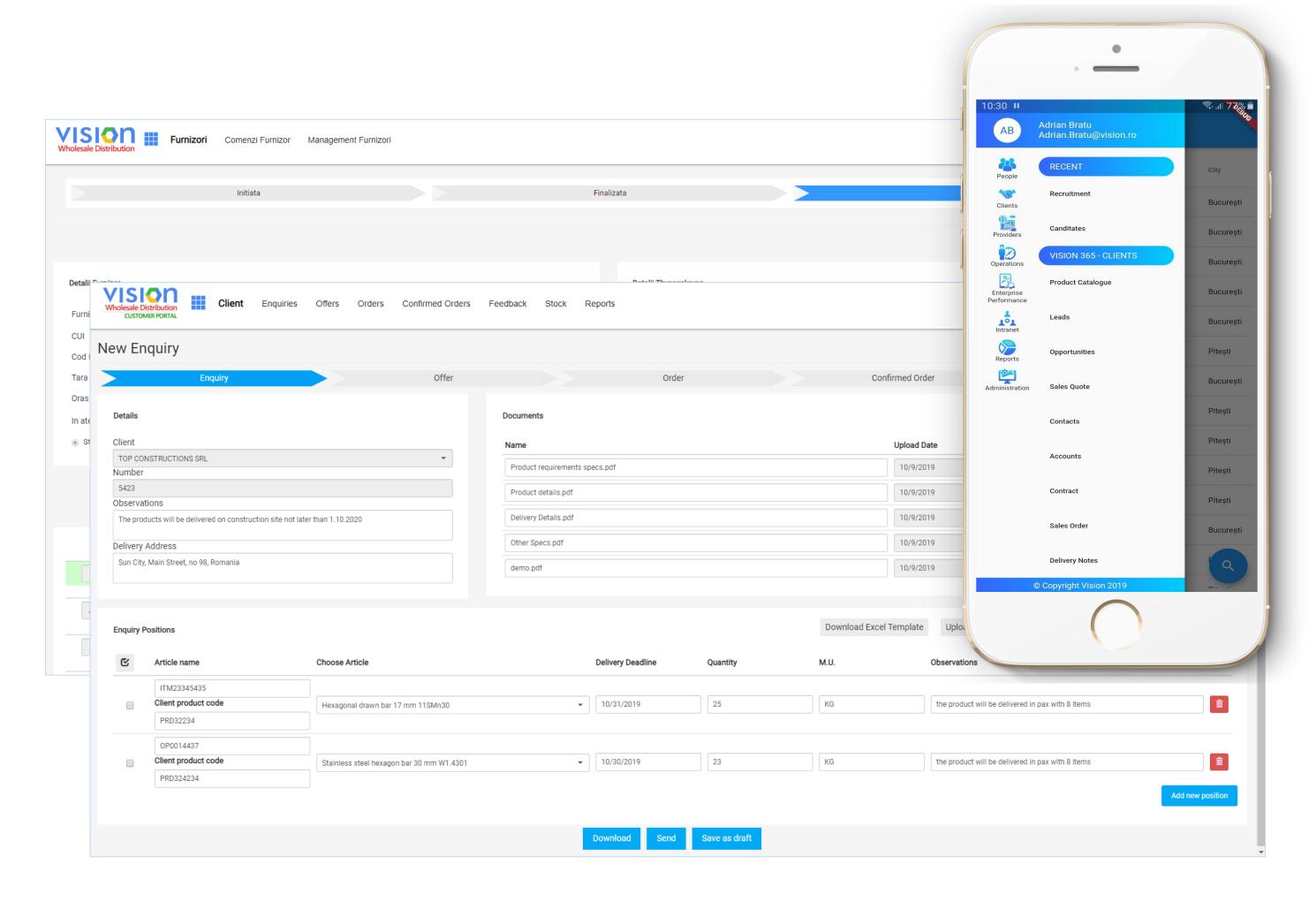
- Service catalogue administration
- Pricing catalogue administration
- Commercial offers administration
- Contract models management
- Commercial parameters





Provide customers with highly personalized, interactive service on the Web. Allow them to easily interact with your company and access their information including contracts, financial statements, support cases, and more. Communicate with customers and work more efficiently.

Customer Self Service







Inquiry

Customer can inquiry product availability and prices and can place orders

Offering

Sales agent or Operational team can automatically respond to customer request





Ordering

The customer confirm order and the operational team schedule the delivery

Delivery

Follow the order delivery and increase efficiency



Vision Retail Distribution

Customer Portal

- Customer profile
- Contract Management
- Offering
- Ordering
- Delivering
- Invoicing
- Stock availability with shopping cart
- Automation
- Reports

Customers can update their own profiles, request offers, view their order history, check their order status and place new orders around the clock. Provide helpful tools to allow your customers to see all the relevant information about their interaction and perform account-related activities online



Customer Portal Key Features

Offer Request

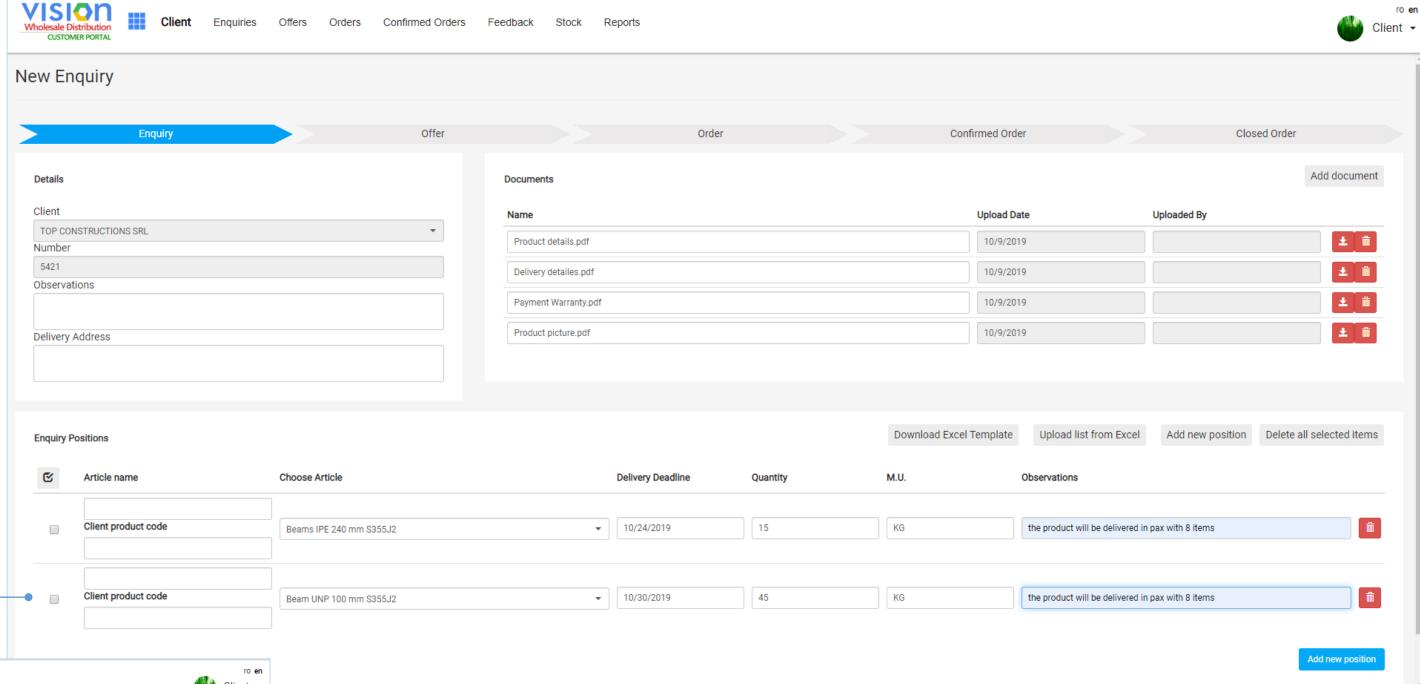
Initiate offer request. Fill in delivery location, special requirements, items, quantity. Items details. Automatic upload requested items from excel file.

Offer Management

Visualize, approve or ask modification of the offer request response: total price and price details, credit limit, commercial terms, items price, delivery date and details, payment method, transport and product certification, etc.

Ordering

Approve offer and transform it into order. Modify item quantity and other details. Generate and download order documents: proforma invoice, order details, etc.



Client Code Available finding Colo Confirm A Criticals Feedback Stock Reports Confirmed Criticals Confirmed C

Feedback

The customer can add specific feedback regarding interaction with the distributor, including specific documents.

Stock

Visualize stock and add items in the shopping cart to further transform it into offer request

Reports

TOTAL transport value (RON) 1.1

Access all your commercial activity with the distributor in one-place.

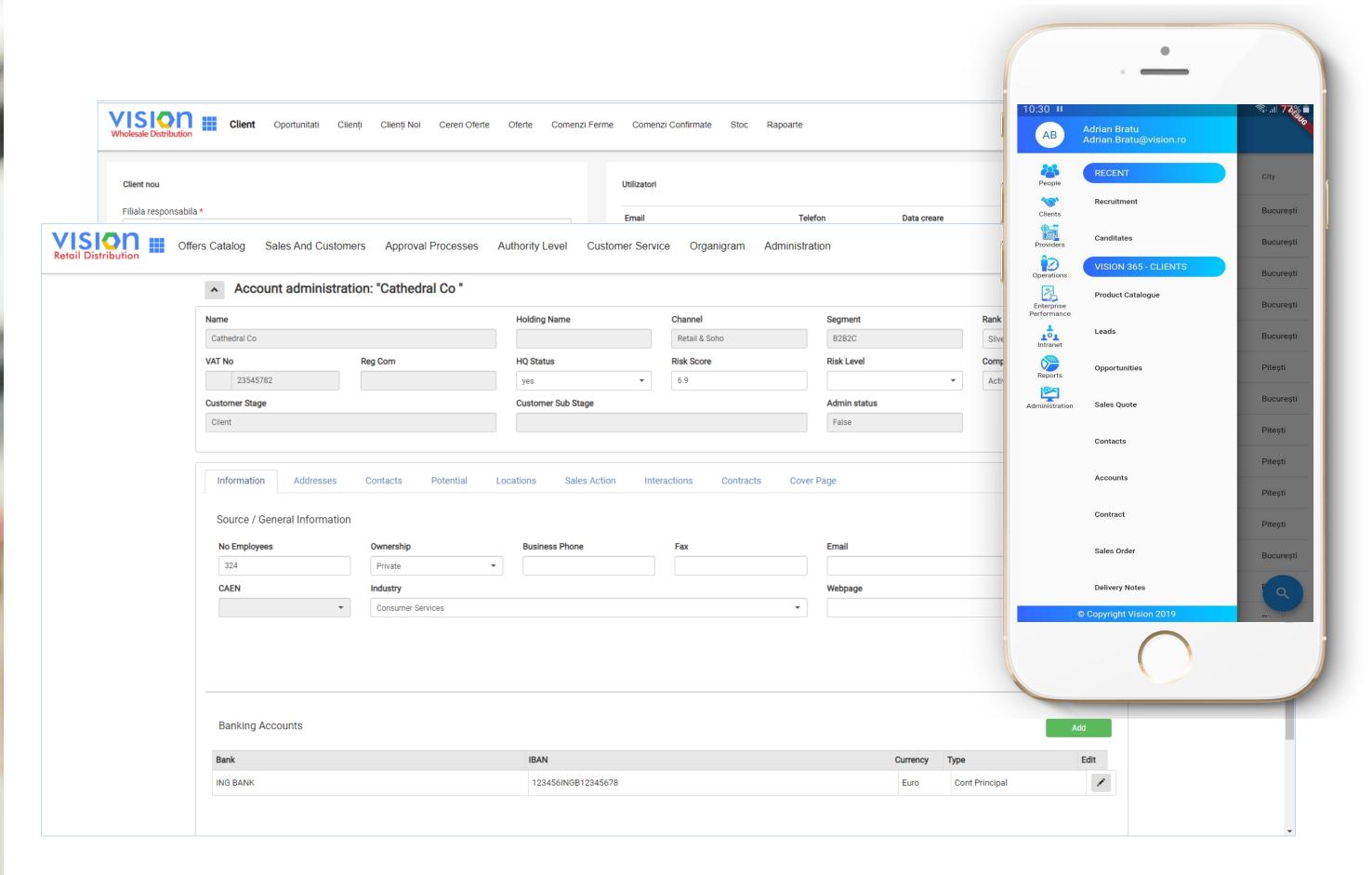
Notifications

Get notification regarding an offer request response submitted, offer approval, delivery date changing, etc.



Automate the sales process and optimize the demand and supply lifecycle. Focus on what your customer needs avoiding wasting time and resources.

Sales and Client Management







Customer Management

Aggregate all Customer Data in One Page

Act based on real facts

Initiate action based on: potential, sales actions, campaigns or contracts





Operational

Digitalize and Automatize all orders and commercial terms

Insights

Enriched customer insight covering all relevant data in one page



Vision Retail Distribution

Sales and Client Management

- Lead and prospect capture, qualification and transfer
- Client single view page aggregating all relevant data
- Client Information
- Addresses
- Contacts
- Selling Potential
- Locations
- Interactions
- **Contracts**
- Customer Insights

The client page is the starting point of every action: based on customer insights, regarding locations, purchase potential existing contracts, etc., the user will initiate various actions like sales action or interaction



Customer Single Page Key Features

Information

Manage customer general data like: No of Employees, Ownership, Contact data, Industry, Web Page.

Addresses and Contacts

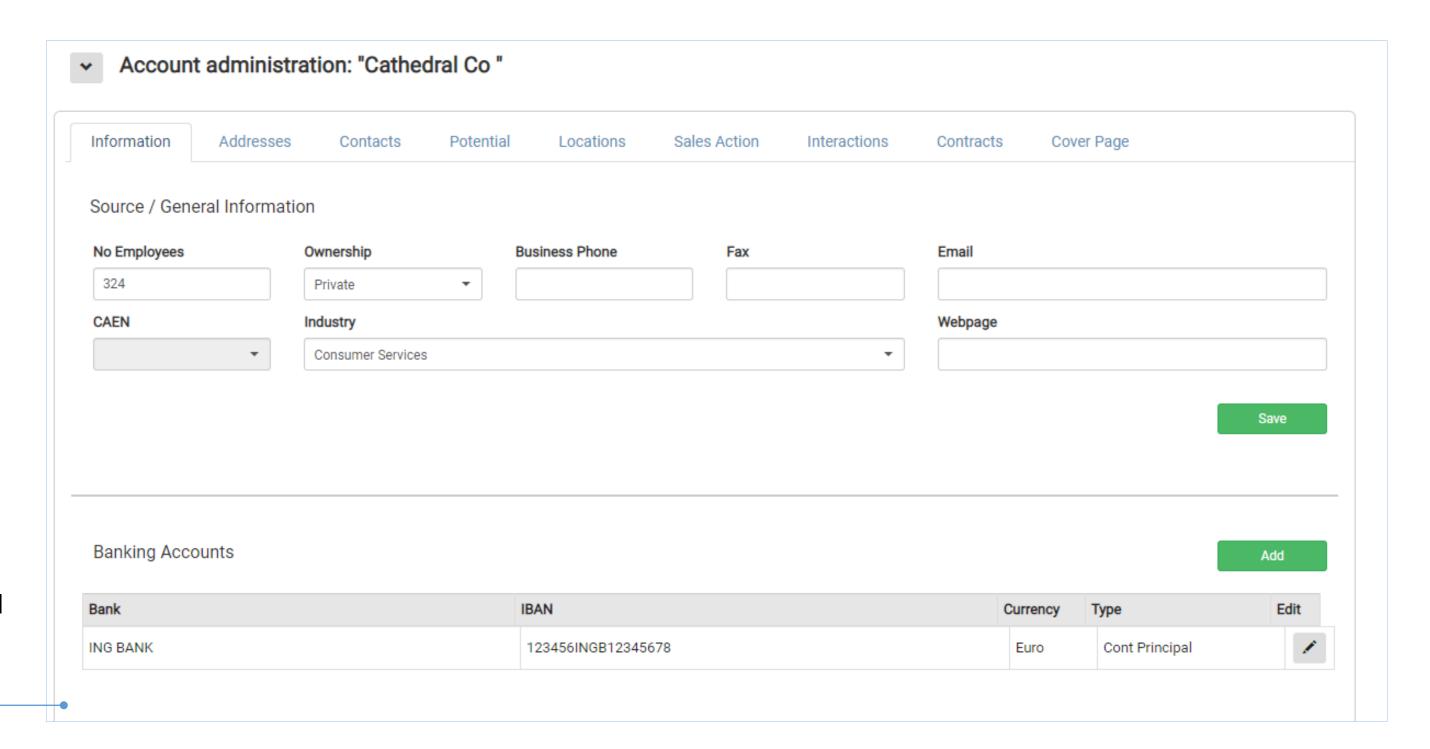
Manage customer addresses and contact persons

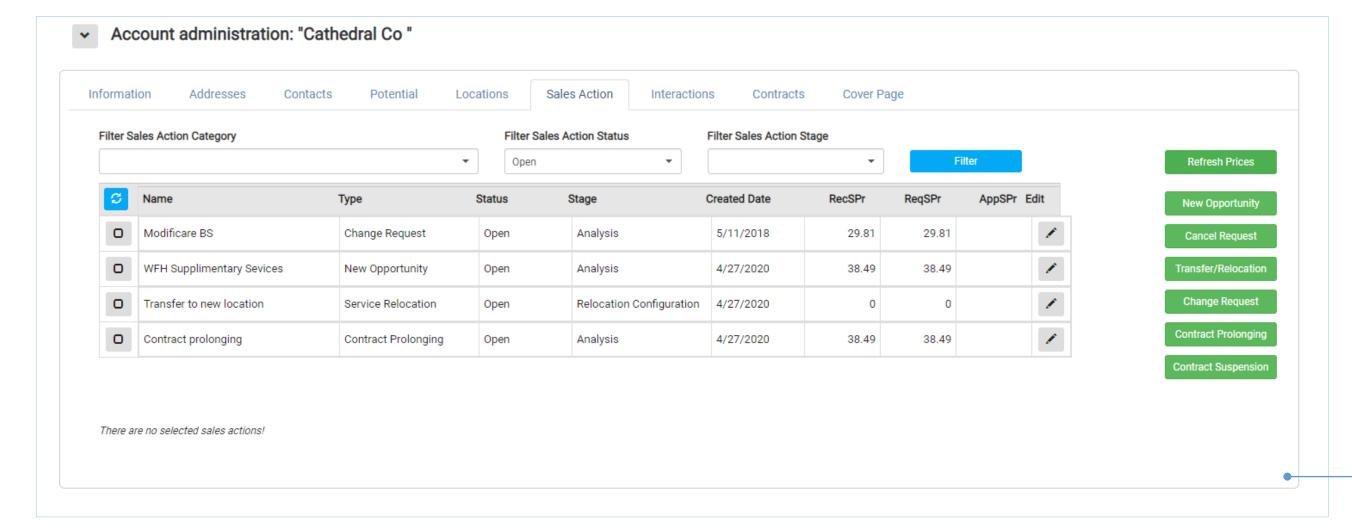
Locations

Complex locations management feature: allow to manage all customers locations with specific and custom attributes like no of users, no of devices, etc.

Customer Insights

Aggregates all customer data and facts in on page covering: summary, customer general information, Contracting period and main dates, contract content, specific legal statements applied to this customer, prices, products and services vs. location structure





Sales potential

Administrate the sales potential across entire contract lifetime and business areas. Generate and qualify potential either as sales person or as operational \ delivery staff.

Sales Actions

Automate the sales process by transforming potential in sales or register new any new type of sales: New opportunity, transfer, contract change, prolonging or suspension

Interactions

Fully integrating interaction management module enabling Omnichannel interaction type: call, meeting, email, etc.

Contracts

Administer customer contracts including: locations, commercial parameters (invoicing period, duration, payment term, currency, etc), contract statements, pricing, etc.



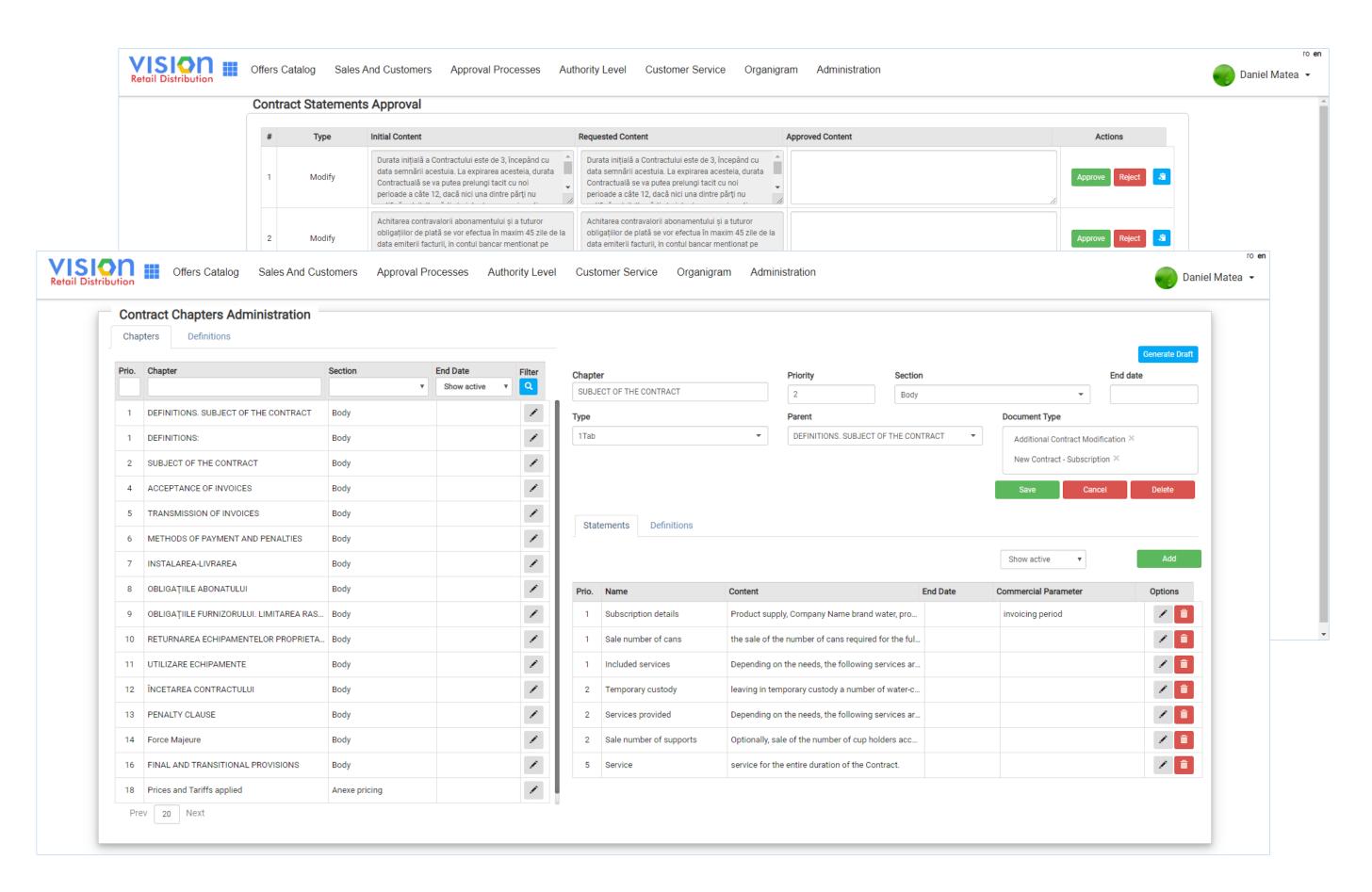
Approval Process Key Features

VISION Offers Catalog Sales And Customers Approval Processes Authority Level Customer Service Organigram Administration Daniel Matea 🤈 Contract Statements Approval **Integrated Approval Process** Approved Content Initial Content Requested Content Actions The platform allow activation of approval gates according with each company Durata inițială a Contractului este de 3, începând cu Durata inițială a Contractului este de 3, începând cu internal policy. data semnării acestuia. La expirarea acesteia, durata 📗 data semnării acestuia. La expirarea acesteia, durata Approve Reject Contractuală se va putea prelungi tacit cu noi Contractuală se va putea prelungi tacit cu noi perioade a câte 12, dacă nici una dintre părți nu perioade a câte 12, dacă nici una dintre părți nu The approval gates are triggered according with: Achitarea contravalorii abonamentului și a tuturor • escalation of the standard term (commercial, delivery, device, product) obligatiilor de plată se vor efectua în maxim 45 zile de la obligatiilor de plată se vor efectua în maxim 45 zile de la Approve Reject data emiterii facturii, in contul bancar mentionat pe data emiterii facturii, in contul bancar mentionat pe facturile emise de Furnizor. facturile emise de Furnizor. Customizat customer insight Data primirii facturilor de către Abonat pe adresa sa on request de e-mail va fi considerată data la care facturile au Approve Reject fost efectiv trimise de către Furnizor, Abonatul fiind singurul responsabil de menținerea valabilității The approval gates is related to: Approved Content Actions Client approval Durata inițială a Contractului este de 3, începând cu Durata inițială a Contractului este de 3, începând cu Sales/Contract approval data semnării acestuia. La expirarea acesteia, durata data semnării acestuia. La expirarea acesteia, durata Approve Reject Contractuală se va putea prelungi tacit cu noi Contractuală se va putea prelungi tacit cu noi perioade a câte 12, dacă nici una dintre părți nu perioade a câte 12, dacă nici una dintre părți nu Contract approval Achitarea contravalorii abonamentului și a tuturor obligațiilor de plată se vor efectua în maxim 45 zile de la obligațiilor de plată se vor efectua în maxim 45 zile de la Approve Reject data emiterii facturii, in contul bancar mentionat pe data emiterii facturii, in contul bancar mentionat pe facturile emise de Furnizor. Data primirii facturilor de către Abonat pe adresa sa de e-mail va fi considerată data la care facturile au Approve Reject fost efectiv trimise de către Furnizor, Abonatul fiind singurul responsabil de menținerea valabilității Contract Number Version Number CTR/HBB/BUC/3628922 Approve all Reject all City Client Status Client Name ORAS MIOVENI Alin Client Address HQ County Contact str. G. Cosbuc nr. 5 bl. 6 sc. 2 ORAS MIOVENI Arges Arges Ionescu Ion View Contact Validate Reject





Contract Management







Define Standard Contracts

Define standard contracts at statement level

Set Contract Applicability

Set applicability parameters and Level of Authority according with each customer and sales type





Fully Automatized Contract

Fully automatized contract approval process at statement level: allow you filed staff to quickly sign contracts

Agile Contract Approval

Reduce contract approval time and get control of your company contracts



Vision Retail Distribution

Contract Management

- Contract Management
- Contract configuration at statement level
- Dynamically include commercial parameters in contract content
- Level of authority approval process
- Automation
- Automatic contract generation

Optimize and automatize the contract generation and approval: define standard model and rollout based on dynamics parameters regarding each type of customer and service



Contract Configuration and Automatic Generation Key Features

Contract Content

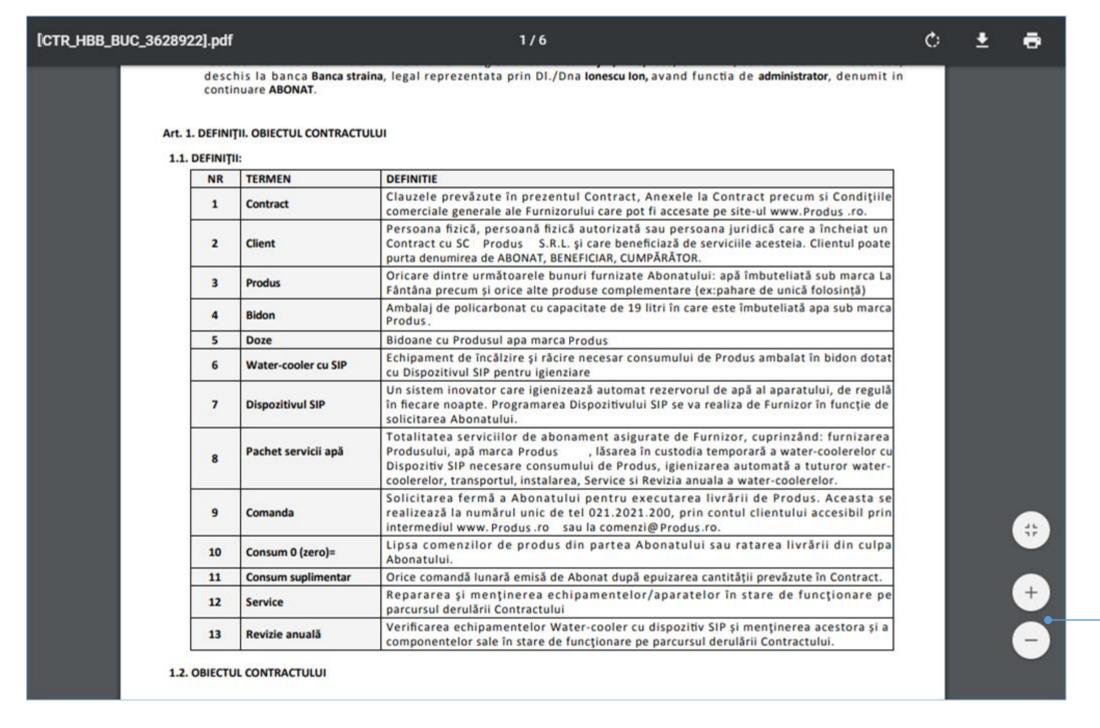
Organize the contract content in chapters and subchapters in arborescent structure. Add statements to each chapter. Associate each statement to a Service Category, Client Segment and Action Type.

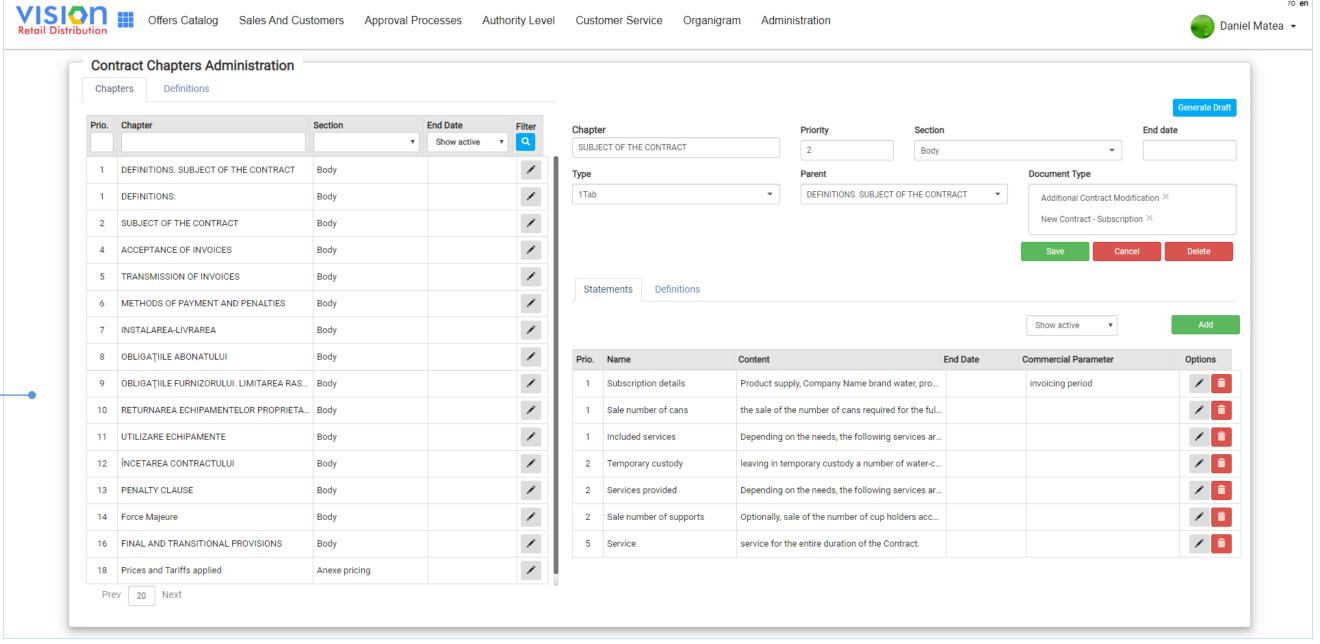
Dynamic Content

Define and use in contract dynamic content through parameters such as invoicing period, contract duration, value, etc.

Structured Content

Associate each Chapter and statement for a specific document like Additional Annex or Main Contract.





Automatic Contract Generation

The contract is automatically generated based on customer locations, commercial parameters, available statements for respective client. At generation time the user can add new or modify existing statement according with level of authority.



Streamline operations, improve efficiency and delivery, and reduce costs with automated technologies that increase productivity by leaps and bounds.

Operation







Customer\System action

Customer: order product/service or request info System: generate automatically action, like maintenance

Process request

The customer related activity is process by the system accordingly





Delivery

The delivery staff execute the requested activity based on accurate and real time data

Fully Automated

Keep real time track of all operational relevant data



Vision Retail Distribution

Automatized Operations

- Ordering: ordering, operational request, contract
- Delivery: delivering, service/maintenance, parts
- Customer Service and Call Center: information request, complaints
- Specific information available: events, quick actions, interaction Info

From order to delivering and collection: the operational module is covering the entire lifecycle of any customer action.

Complex features and customizable workflows enable your company to control and automate the operational related processes.

Operation module covers the entire lifecycle regarding a customer request.



Single Page Key Features

User Experience

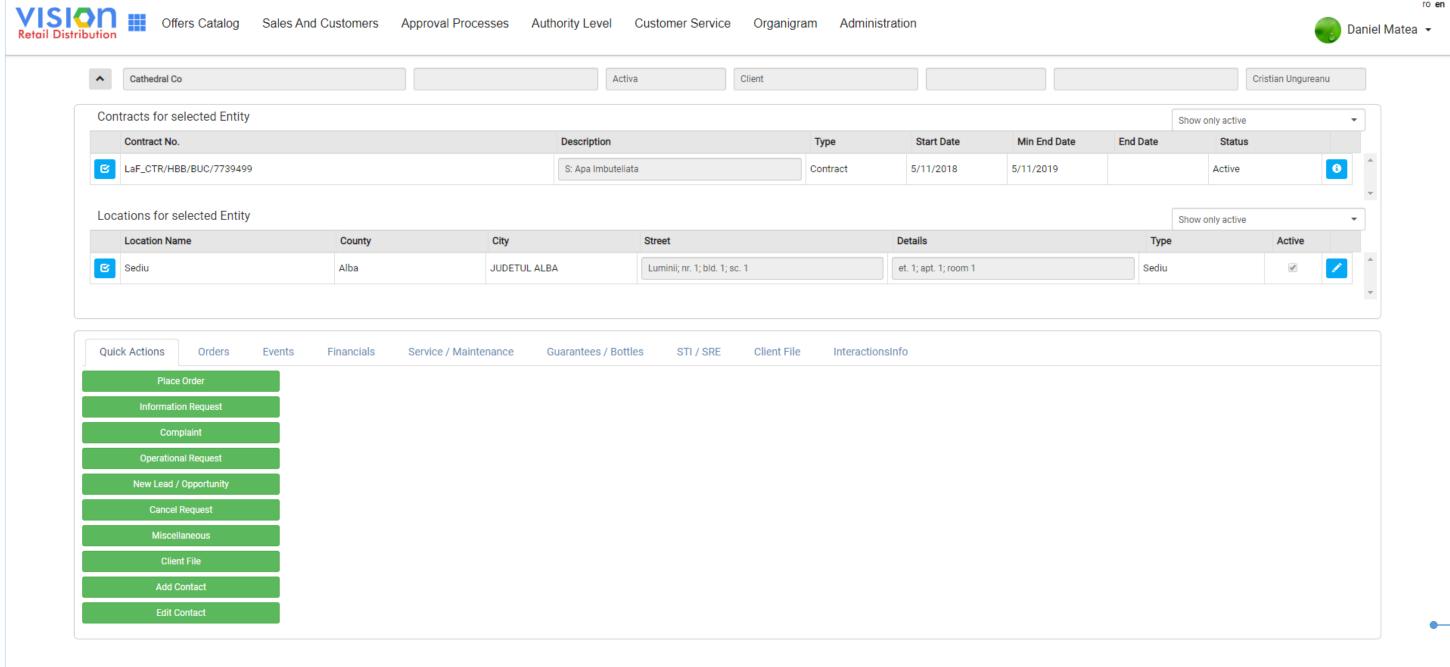
The entire platform was designed in such way to enable user to access any information or feature with less possible clicks and navigation steps.

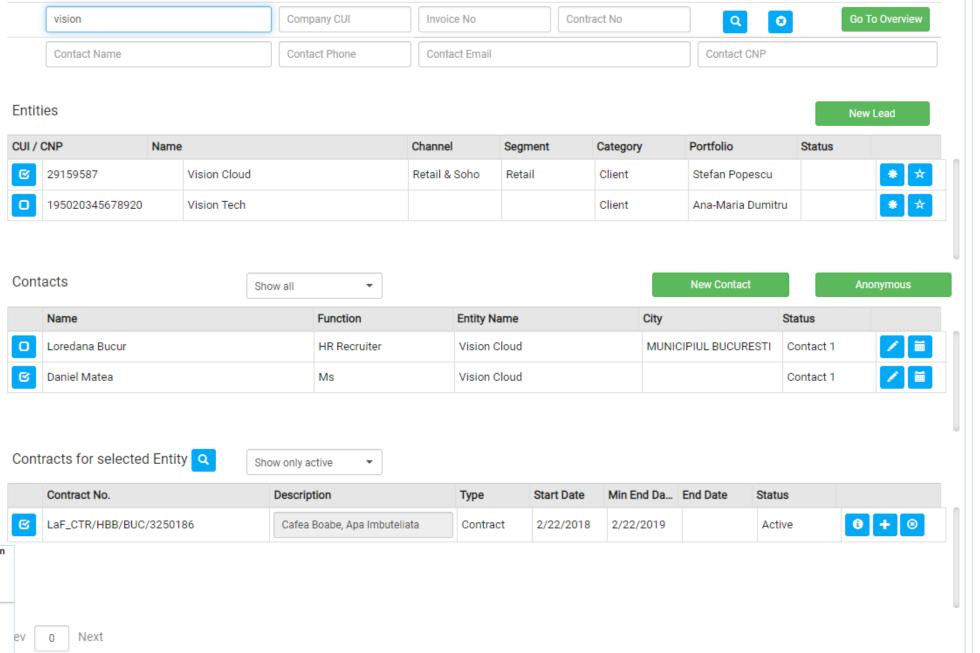
Easy Party Identification

Complex search mechanism: smart search functionality, looking in the entire database and returning correlated results.

Launch action directly from search results

The application allow launching quick actions directly from search results screen reducing the operation time.





Customer Service Page

The interface for customer service users was specially designed to enable quick answers and easy access at any information with minimal navigation steps:

- Place order
- Administrate events
- Get information regarding Services, maintenance and warranties
- Access Client File
- Manage interactions



Automation *Key Features*

Reception

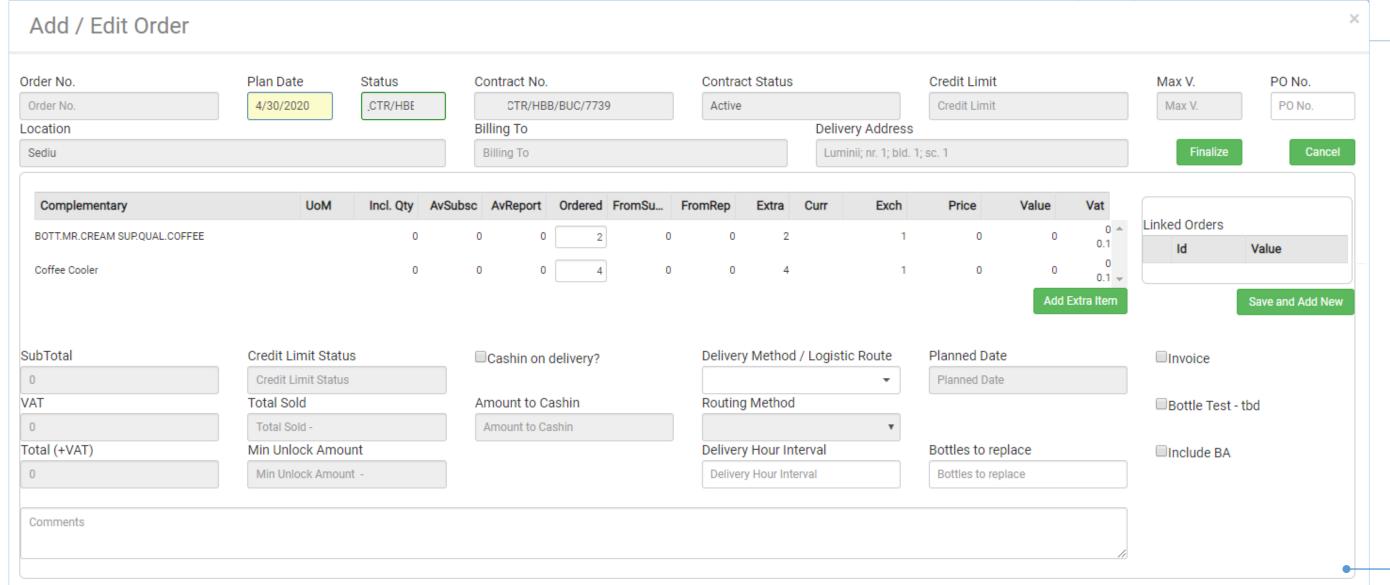
Control your providers delivery based on automatic identification of ordered items versus delivered items using handheld device with custom application. Generate barcode labels for each item and attach the manufacturing specs in order to enable full traceability of items,

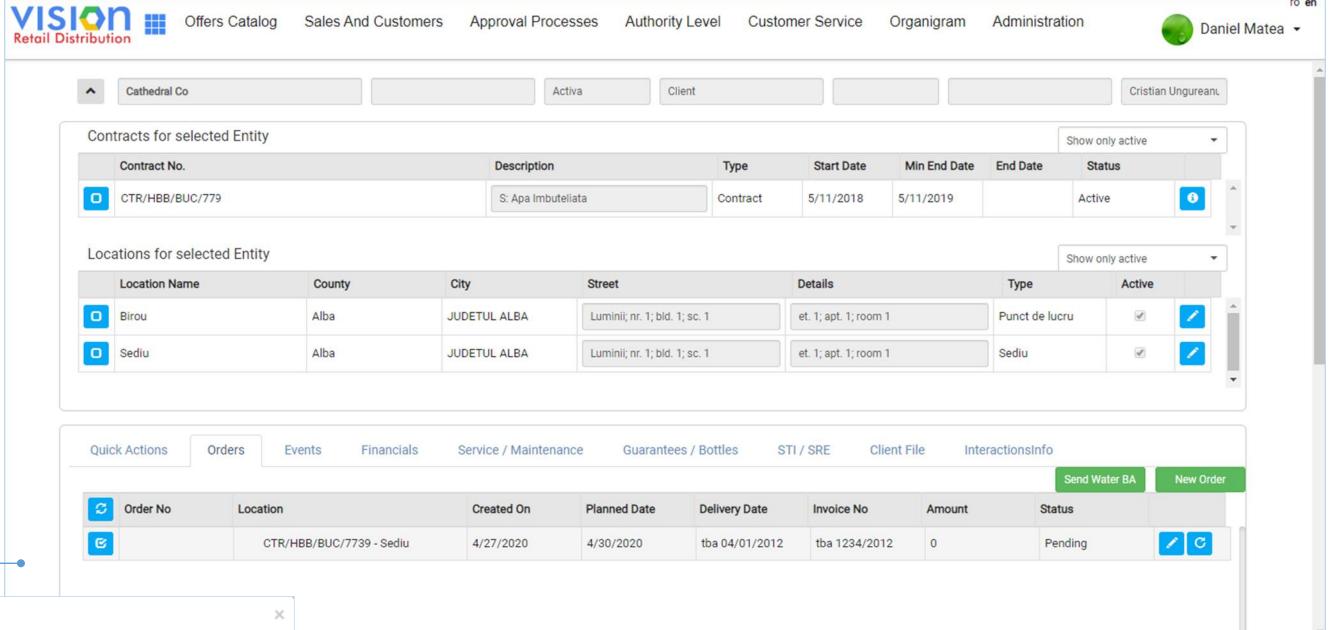
Delivery

Control the products delivered to your customer by automatic identification of the delivered items versus leaded items using handheld device with custom application, with full traceability

Stock

Keep real time track (identified products, loaded products, delivered product) of your stock





Complex and specific interfaces

Specific interfaces are available for ordering, pricing and services information. The platform is fully integrated and automatized allowing each user to access the optimal information needed to fulfill his\her task.

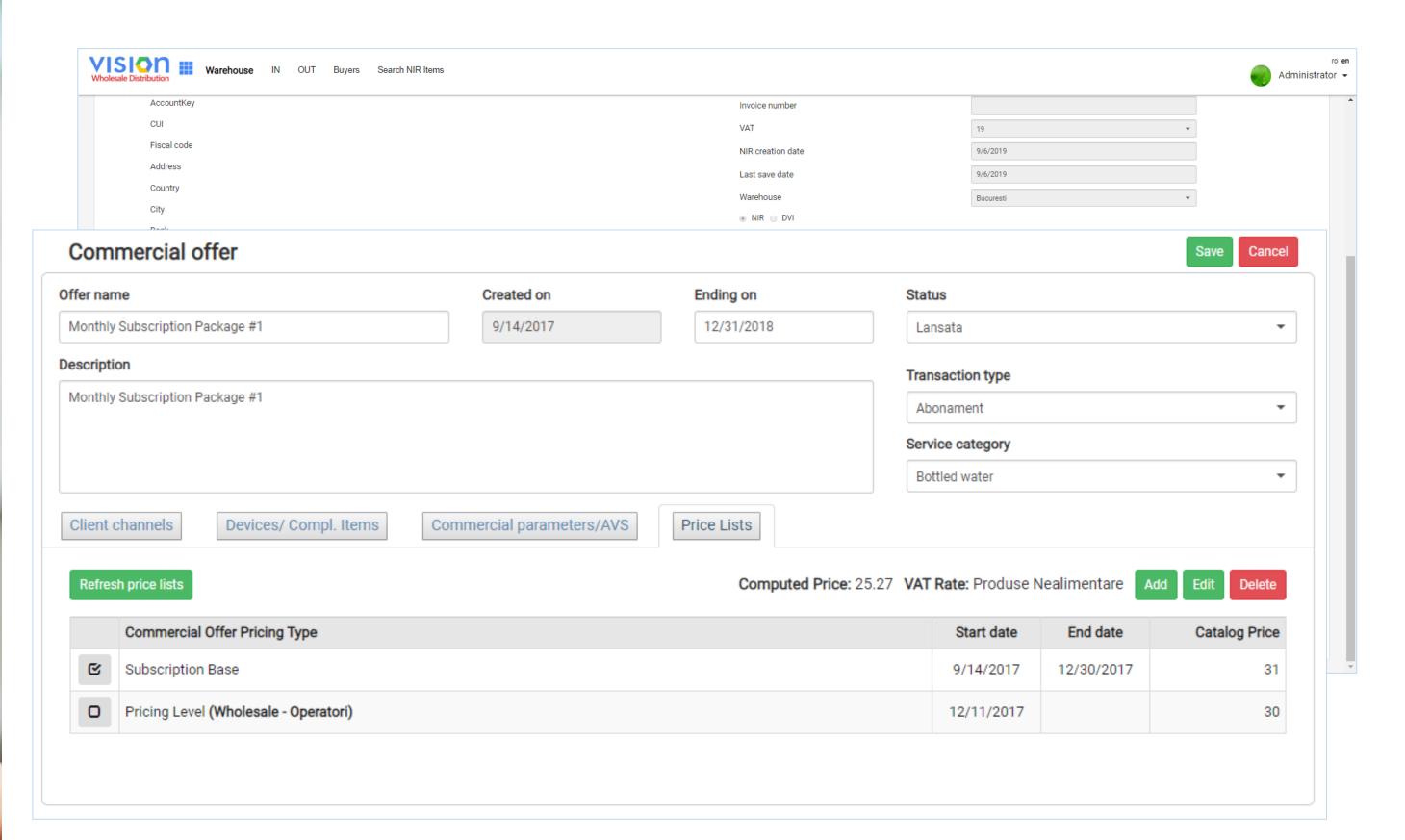
Full life-cycle product/service traceability:

From provider order to warehouse reception and to further customer delivery, keep track at item level, of each item details: fabrication charge documentation, reception details, provider order, customer delivery, etc....



Combine products, services and parts in flexible packages. Define the commercial prices, contract statements, business rules, limits of authority, target market and automatically rollout the packages as catalogue items.

Inventory and Commercial Packages







Items Inventory

Build sales items inventory: products, services, parts, etc

Build Packages

Combine inventory basic items into complex commercial packages as final offers





Sale

Sale the catalogue packages based on defined items, rules, prices, target customers, content.

Fully Automated

Entire lifecycle control of offering and contracting process



Vision Retail Distribution

Inventory and Commercial Packages

- Product Catalogue (Inventory)
- Services Catalogue
- Packaging mechanism (content, pricing, sales policies)
- Pricing catalogue and policies

Complex offer packaging mechanism enabling your company to tailor complex offers while reducing the sales administration and increasing the contracting control.

The Limit of Authority features leverage the goal of reaching standardized services and products with the control of complexity and specifically required for some clients.

The sales agent either will sell the standard product or will request adjustment of the standard offer parameters according with the level of authority defined upfront.



Inventory and Commercial Packages Key Features

Services

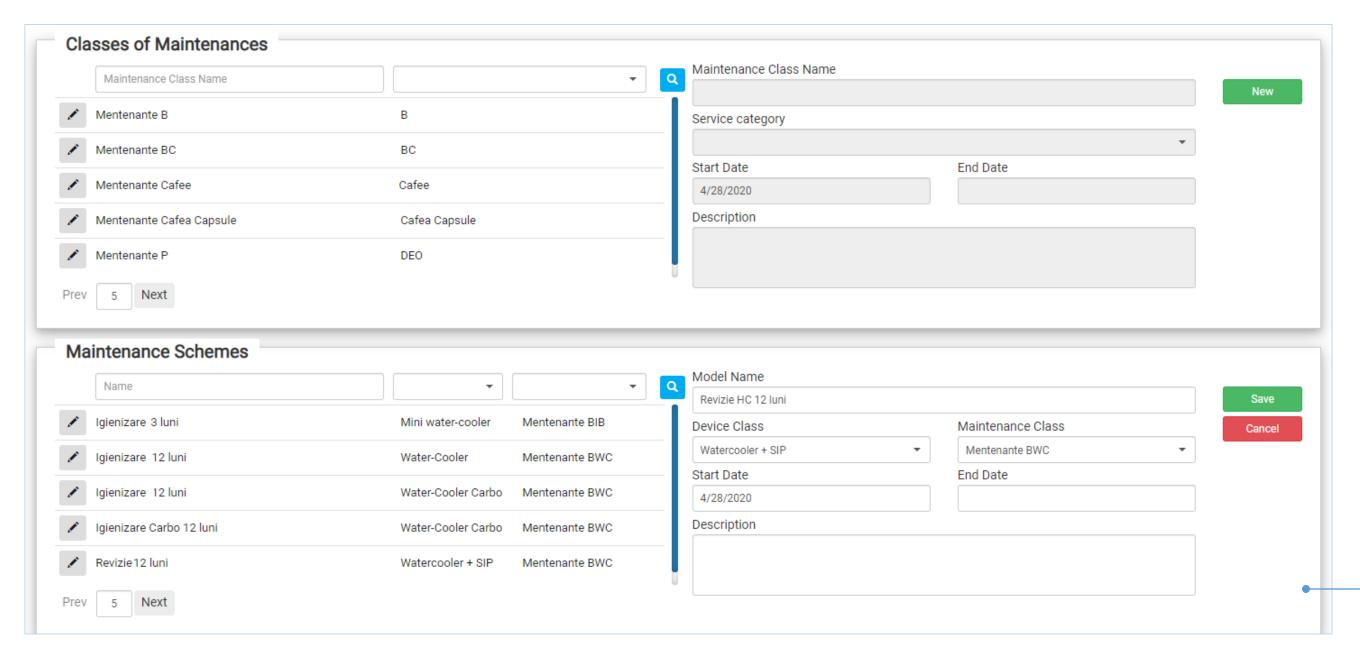
Service catalogue organized in arborescent structure, modelling any type of service within retail delivery/supply industry

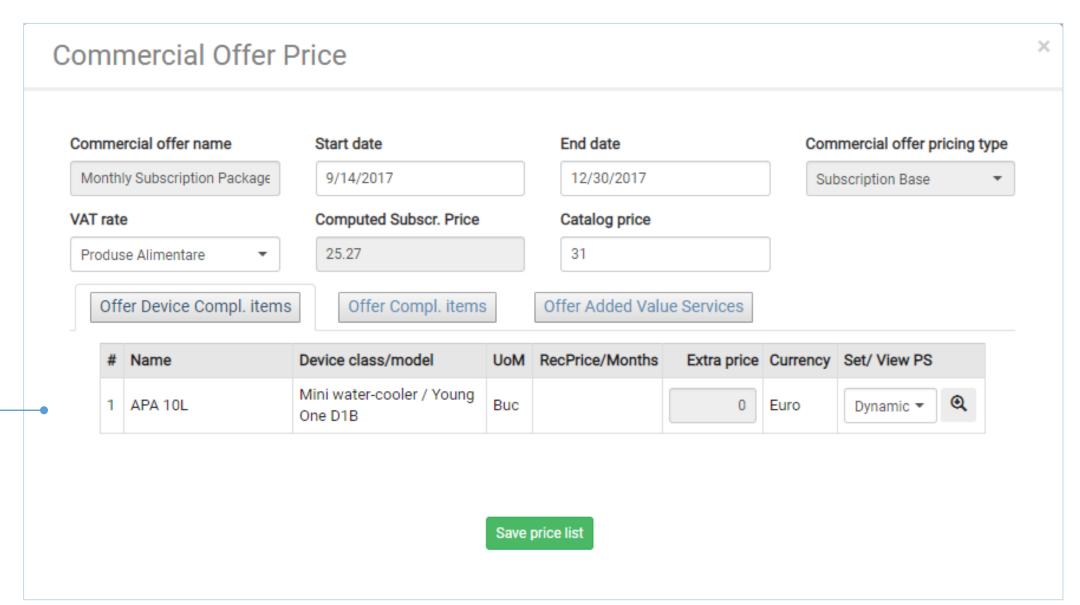
Products

Products catalogue organized in arborescent structure, modelling any type of product within retail delivery/supply industry

Devices\Parts\Consumables

Device inventory organized in arborescent structure, modelling any type of device within retail delivery/supply industry





Dynamically items combination into packages

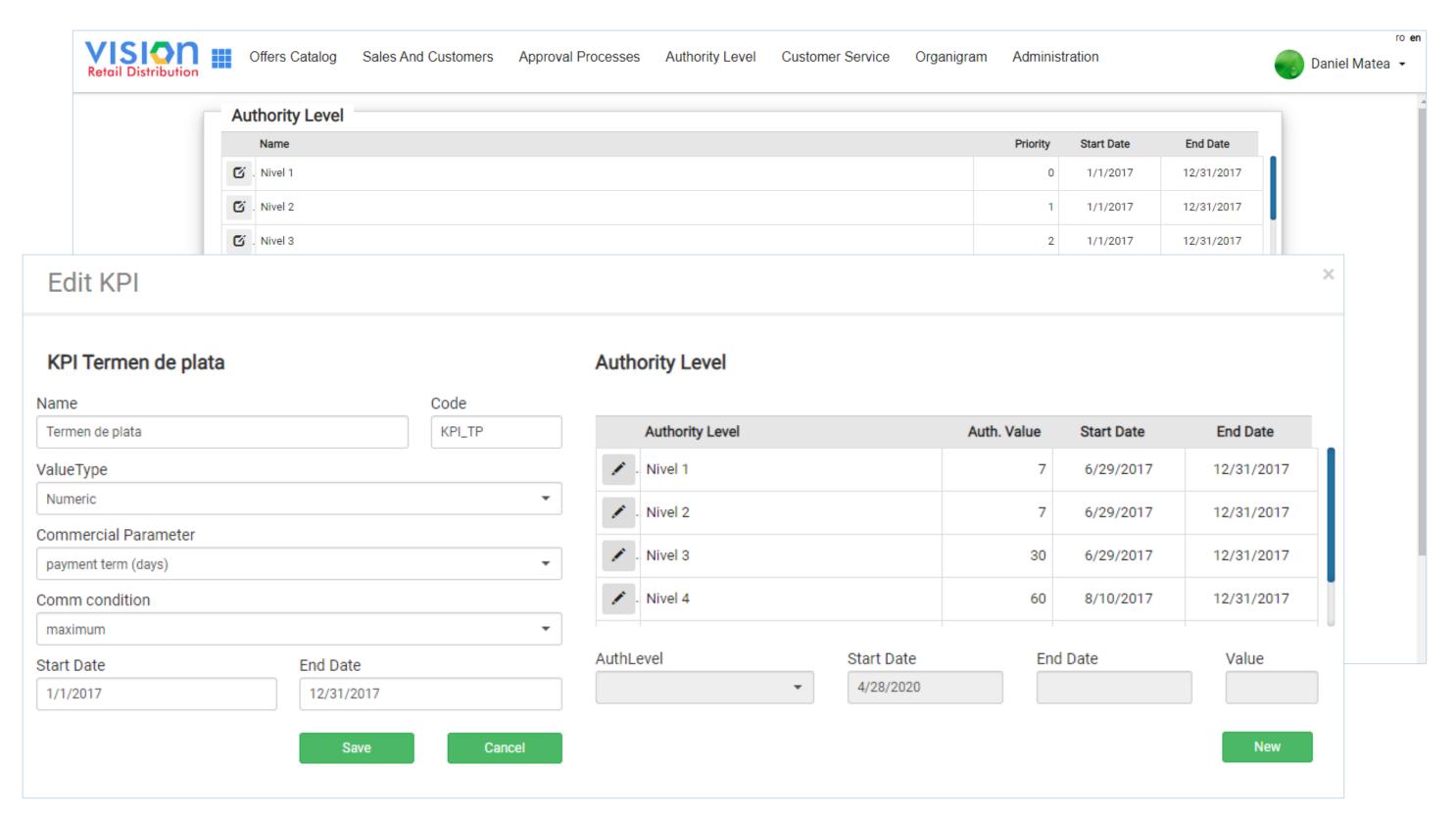
The commercial package builder allow combination of any type of Service – Product - Device with corresponding accessories and complementary/supplementary items. This module dynamically combine inventory basic items into complex packages regarding: pricing, content, commercial terms and rules, target market, etc.





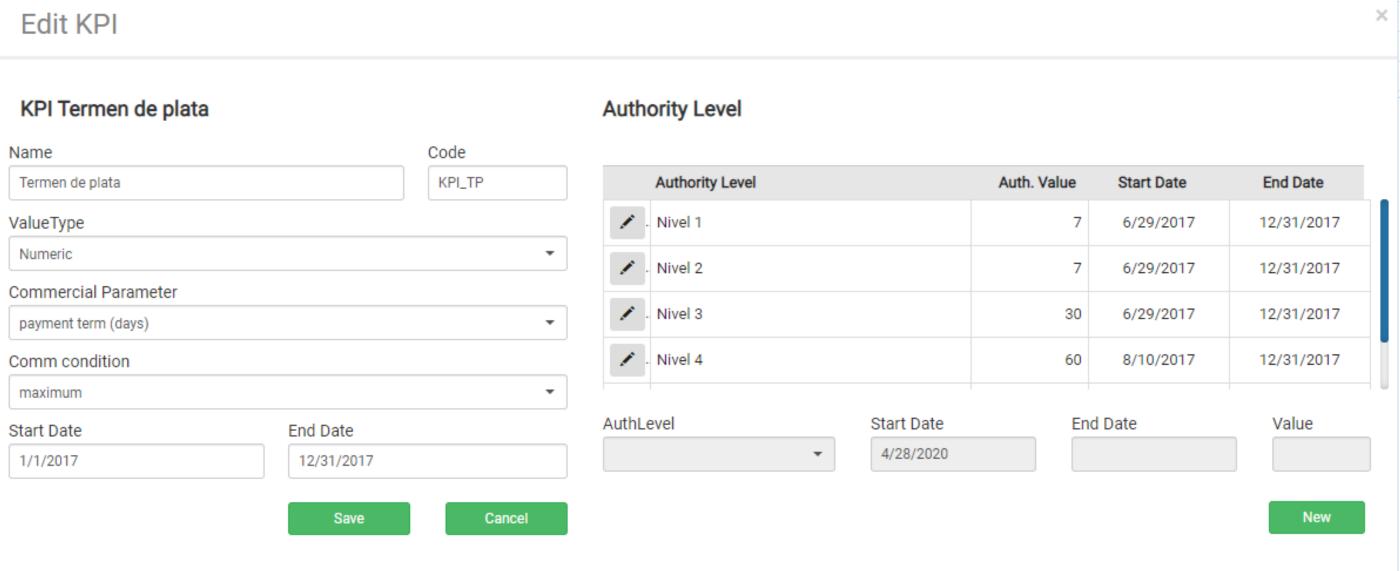
Adjust the behavior of the platform with powerful administration functionalities. Services, devices items and maintenance, cost management, sales actions, price lists, technical administration, portfolio and locations, etc. are fully administrable entities from the platform interface.

Administration





Administration Key Features Commercial parameters thresholds Define thresholds for each commercial parameter and associate with a specific level of authority. If a standard parameters is requested to be changed, then the appropriate level for the requested value will approve the change. Authority level Define the approval sequence levels





VISION Offers Catalog Sales And Customers Approval Processes Authority Level Customer Service Organigram Administration

Authority Level

Name

🖸 . Nivel 1

🖸 . Nivel 2

🖸 . Nivel 3

🖸 . Nivel 4

🖸 . Nivel 1

🖸 . Nivel 1

🖸 . Nivel 1

Authority Level Roles

Authority Level

Name

The platform was designed to allow the business user to adjust the behavior based on administration functionalities.

Start Date

4/28/2020

KEY ACCOUNT

KEY ACCOUNT

KEY ACCOUNT

DIRECTOR CS

DIRECTOR DIVIZIE

ASM

Services, devices items and maintenance, cost management, sales actions, price lists, technical administration, portfolio and locations, etc. are fully administrable entities from the platform interface



Daniel Matea •

End Date

12/31/2017

12/31/2017

12/31/2017

12/31/2017

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8/10/2017

1/1/2017

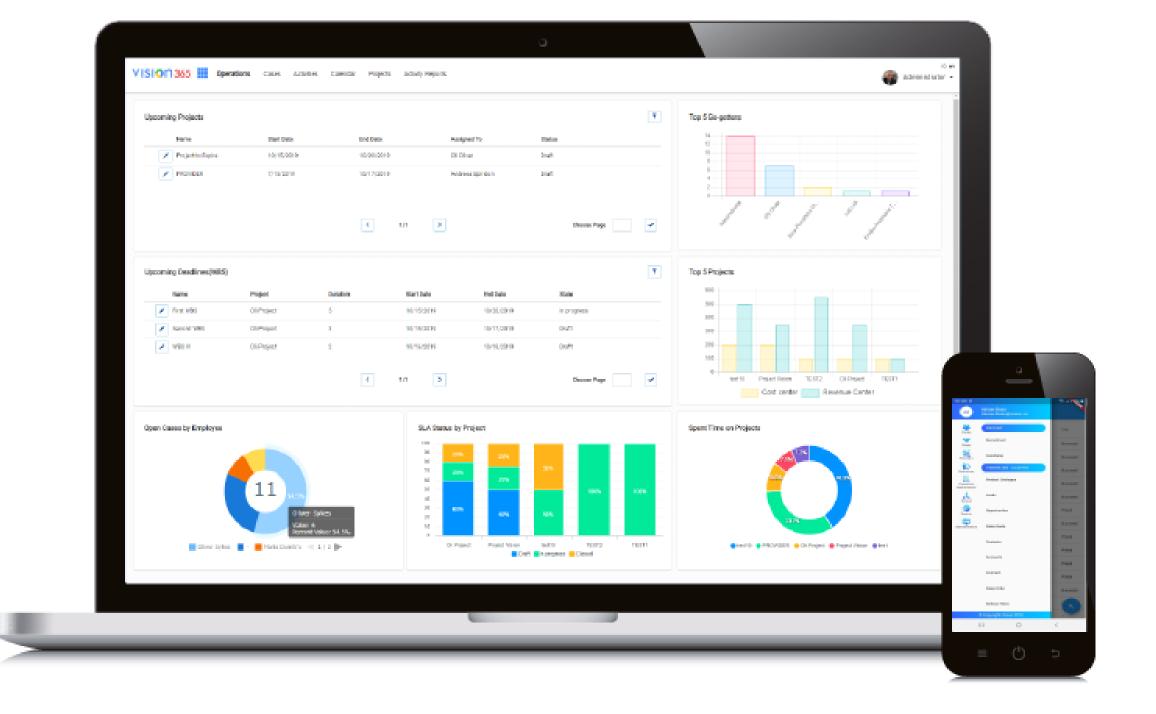
1/1/2017

12/5/2017

End Date

Create complex applications in visual designer, with no code and high flexibility for further changes and customizations with Vision App Maker Platform.

Technology and Integration







Vision App Maker is a mature platform with 100+ implementations for various industries: Banking, Insurance, Automotive, Pharma, Services, Government, Distribution, Travel, Field Services.

Vision App Maker Suite

Build complex applications in visual designer, without code.

- Easy build new application from scratch
- Integrate existing platforms and legacy systems into unified application
- Digitalize your business workflows through business processes re-engineering
- Enhance Business-Integration Speed & Agility
- Optimize operations with processes prepared for rapid evolution
- Drive innovation by quickly creating innovative digital products and services
- Accelerates Transformation
- Simulate working software much earlier in the cycle enabling project team to iterative prototyping and agile development

Our customers are successfully rollout their daily operation on applications powered by Vision App Maker:

























Vision App Maker Suite Features

Powerful Integration Capabilities

Allows integration with any system through a plugin mechanism. Data can be imported from ERP, CRM, DMS or legacy systems and can be further used in workflows, rules, interfaces and document templates.

Workflow Visual Editor

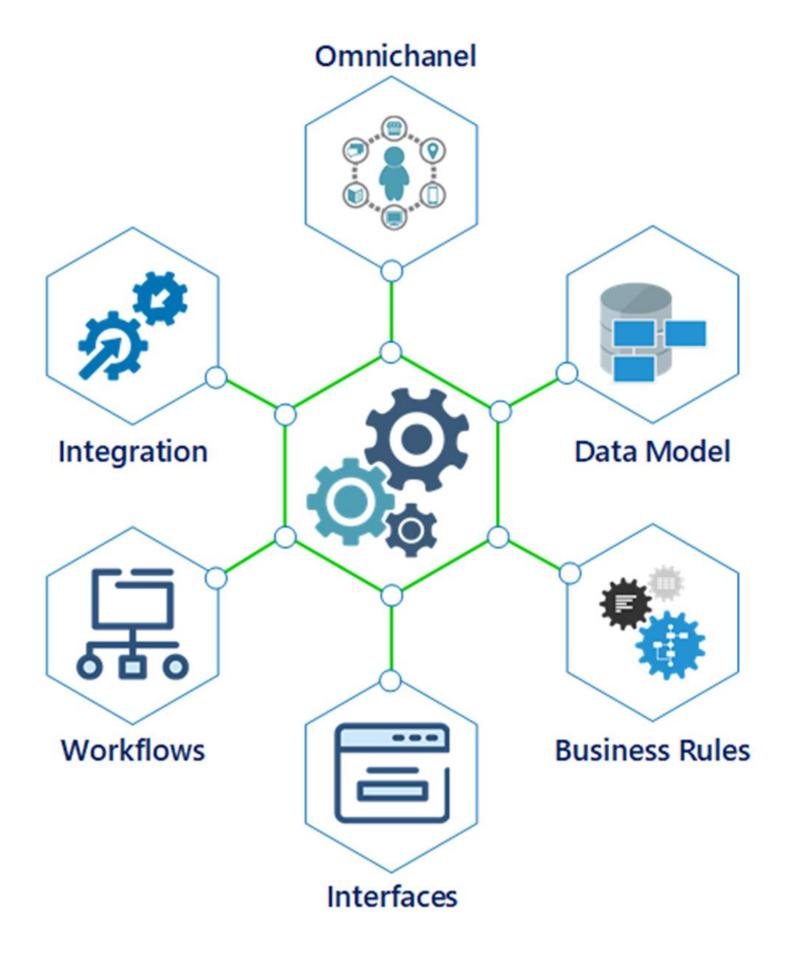
Flows can be simple or complex, from procurement approval to credit management or back-office solutions.

Document Generation

Design and generate document templates that can then be used in workflows to print any type of forms, like Quotes, Contracts or Invoices.

Omnichannel

Same user experience across all channels: Internal Portal – External Portal – Mobile – Public API



Interface Visual Editor

Generate responsive UI accessible from any web browser or mobile device. Build Single Page Applications providing a fluid, desktop-like user experience.

- Modular, multi layered, decoupled architecture, enabling security segregation and high availability implementation
- Two factor and self registration authentication mechanism
- Identity and Access systems integration (ex. Active Directory)
- Plugins for various commercial systems (Microsoft CRM Dynamics, SharePoint, ERP, DMS, etc.)
- Persistent vs. Non-persistent data mechanism

Data Model Graphic Designer

Definition of simple and complex data types, cardinalities, lists, parameters and entities for any type of application.

Business Rules

Can be designed by any user who has the ability to write formulas in Excel. You can easily implement scoring, escalation and notifications or you can manage how information is displayed and processed in the interface, documents and reports.

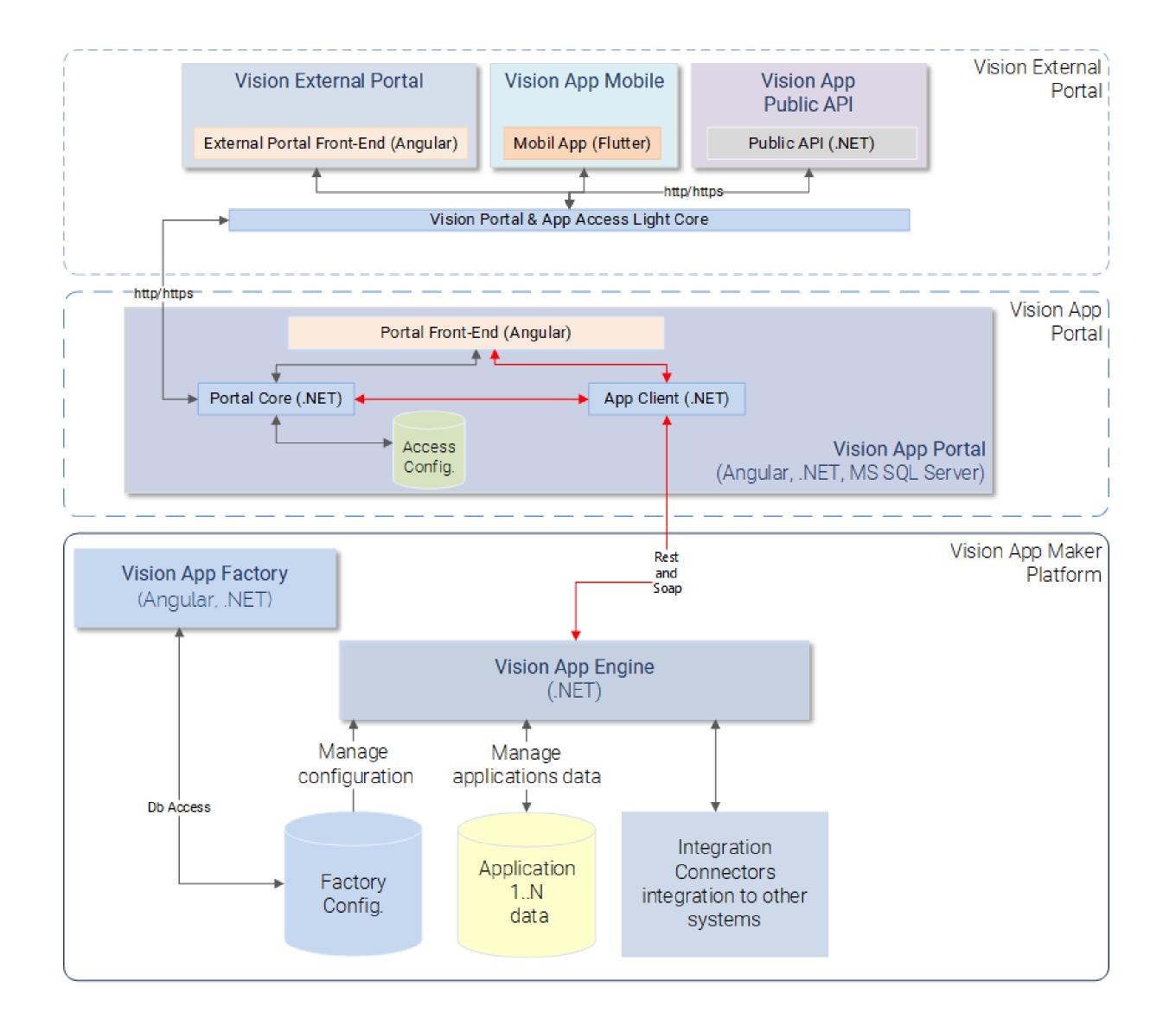
Reporting and Alerts

Generate various types of alerts within workflows, from information transmitted by e-mail to reports generated by the system and exported in a predefined format.



Vision App Maker Suite

Technology stack

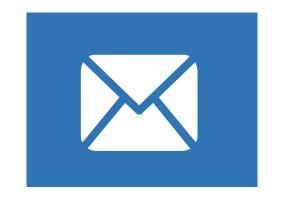




Vision App Maker components were developed with modern and appropriate technologies for each layer purpose: reliable back-end developed in Microsoft .NET and flexible, responsive and rich frontend based on Java Script and Angular.







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