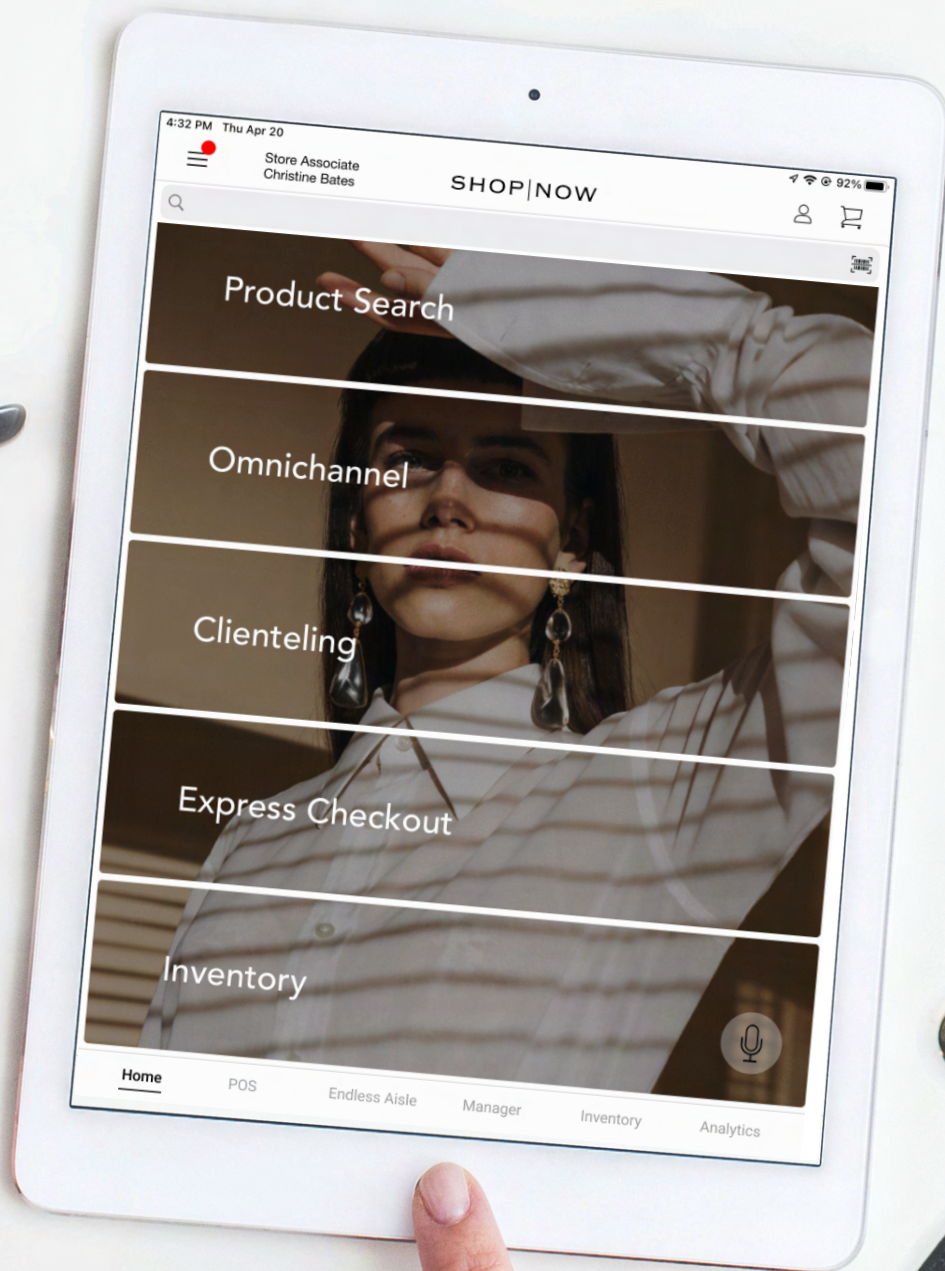


# OMNICHANNEL

BROUGHT TO YOU BY

PREDICT  
SPRING x **adyen**







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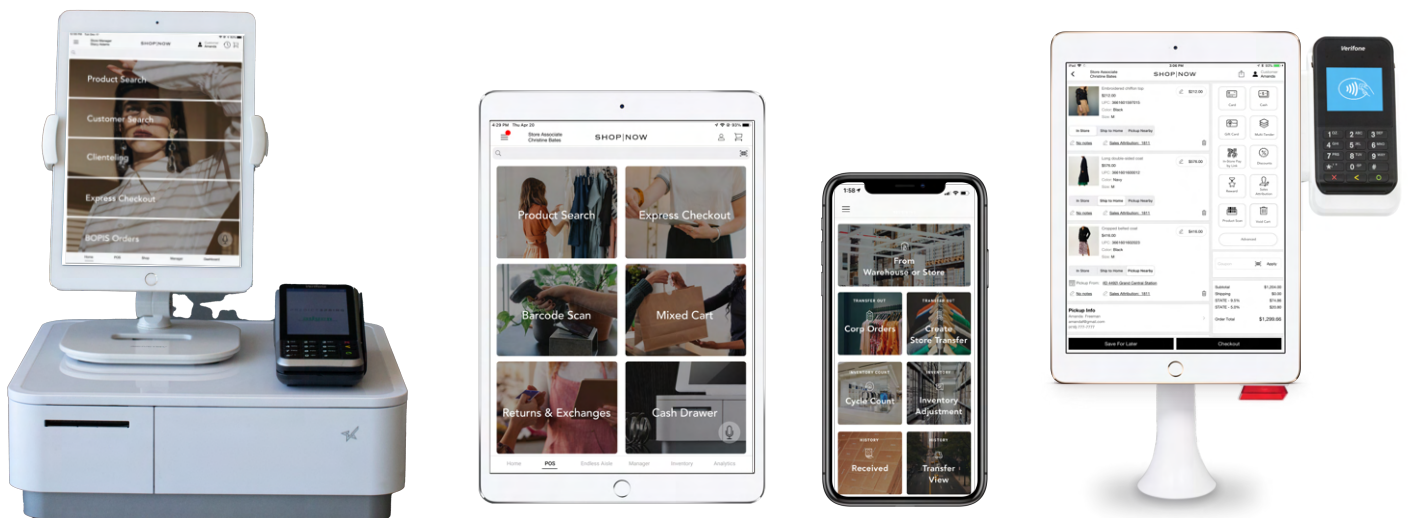
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Our Joint  
Customers

# It's Time to Embrace Omnichannel

In today's retail landscape, customers place a high value on speed and simplicity in their shopping experiences. Whether online or in-store, the ease of purchasing and receiving products has become a critical factor in the decision-making process. The growth of e-commerce has set a high bar for convenience, and in-store experiences need to keep pace with customer expectations to create a seamless integration with customers across all channels. However, many retailers find themselves hindered by legacy point of sale systems and fragmented technology stacks from the past. The PredictSpring Modern POS solution offers an end-to-end solution that recognizes the importance of every touchpoint in the sales and payment process. It is a sleek and sophisticated solution that is fast, reliable, and user-friendly. It allows brands to consolidate their separate technology stacks and optimize operations across all channels.

The PredictSpring Modern POS empowers retail associates with a unified view of inventory information, saving time and sales otherwise lost to searching for inventory. Focusing on an omnichannel experience even at checkout, the PredictSpring Modern POS integrates with the Adyen payment platform to allow customers to pay on one platform. This partnership enables a seamless, high conversion, and secure checkout experience from anywhere in-store or remotely. Customers can benefit from a variety of card networks and payment methods, making their purchasing process more convenient. By providing a unified commerce experience, PredictSpring helps retailers meet consumer expectations. With features such as mPOS, clienteling, inventory operations, mixed cart support, offline mode, and cash management, retailers can leverage the omnichannel capabilities of a complete Modern POS platform. Now is the time to embrace the future of retail stores.







## 02

# Redefining Omnichannel

## BOPIS, BOFIS, BORIS

In tandem, the BORIS (Buy Online, Return In-Store) module addresses the intricate task of managing online customer returns. This functionality empowers associates to deftly handle return and exchange requests from any location within the store. The strategic implementation of these efficient in-store fulfillment methods augments operational efficiency, caters to customers' expectations of unrivaled convenience, and deftly navigates the intricate domain of returns management. The PredictSpring Modern POS bestows retailers with an all-encompassing solution that optimizes the customer experience and positions them as industry frontrunners in an increasingly competitive marketplace.

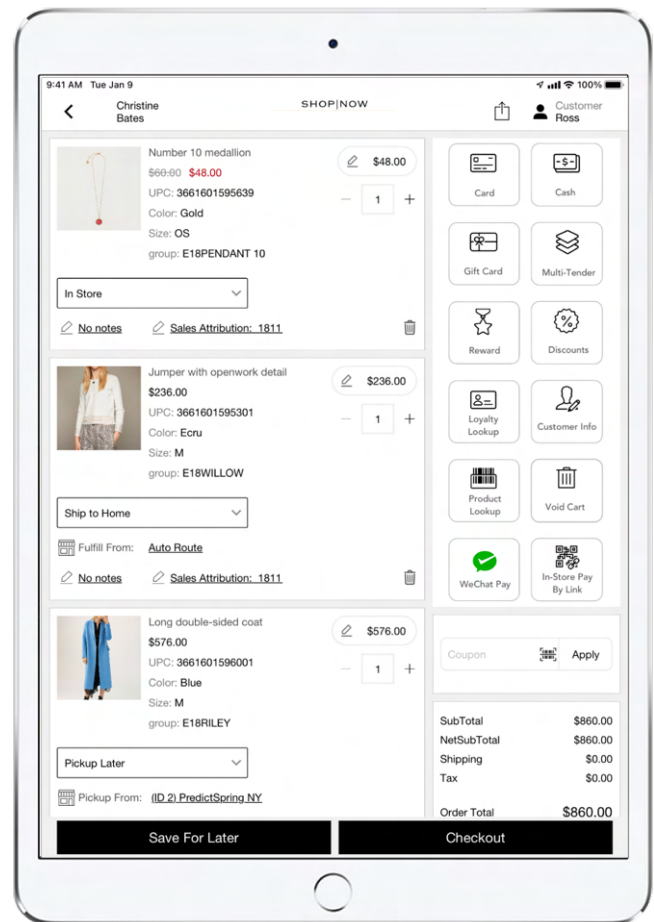
Retailers can effectively streamline their order processing, inventory management, and fulfillment operations across diverse channels using PredictSpring's all-in-one platform. The implementation of PredictSpring's BOPIS (Buy Online, Pickup In-Store) and BOFIS (Buy Online, Fulfill In-Store) modules enables retail associates to promptly satisfy online orders, whether from the bustling store floor or the convenience of curbside. By leveraging these OMS integrations, associates can adeptly navigate the physical store environment to procure and prepare items for seamless customer pickup, diligently honoring the demand for expedience and convenience.





## Mixed Cart Orders

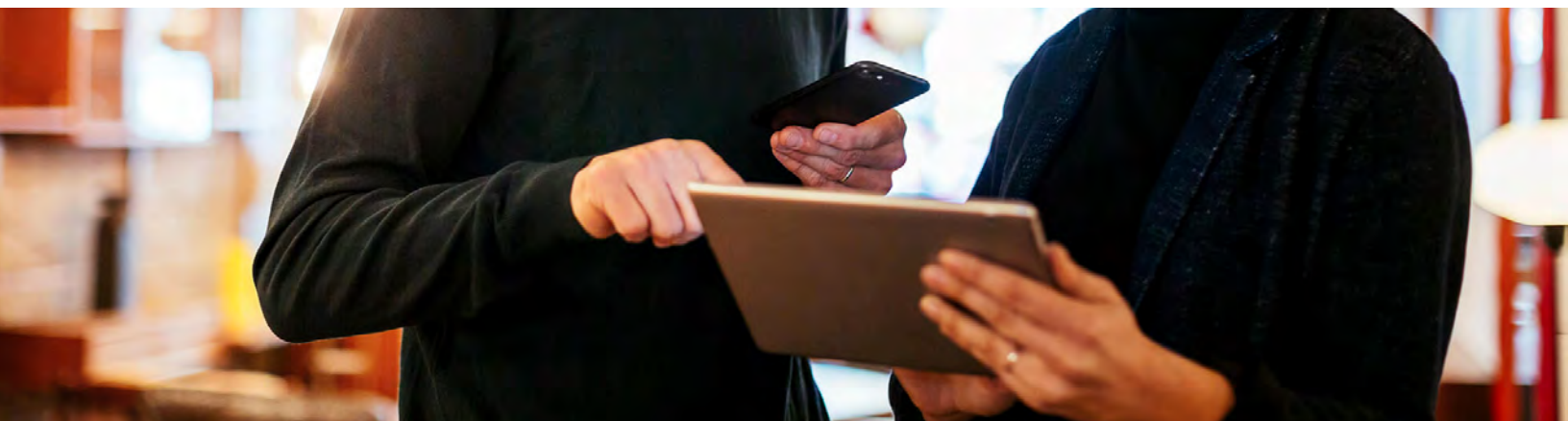
The PredictSpring Modern POS also offers a mixed cart feature, which allows customers to add both online and in-store products to their shopping cart and check out in a single transaction. This feature not only simplifies the checkout process but also ensures that customers can easily access the products they need, regardless of whether they are available online or in-store. In addition, the mixed cart feature ensures that customers can receive their purchases in a timely and efficient manner, as they can choose to have the online portion of their order delivered to their home, while still being able to pick up in-store items immediately. With this feature, retailers can create a seamless omnichannel experience that maximizes customer convenience and satisfaction, driving sales and revenue for the business. Mixed cart ensures customers can receive what they need when they need it.



## Endless Aisle

The PredictSpring endless aisle feature offers retailers a unique opportunity to maximize their inventory without the need for additional floor space. By curating a smaller in-store selection, retailers can still offer customers access to the full breadth of online inventory, ensuring that no sale is missed due to unavailability. With endless aisle, customers can browse a full product library of both physical and virtual goods, allowing them to find the exact product they are looking for.

Associates can quickly locate products within the store, reserve items for customers, or suggest suitable alternatives in case a particular item is out of stock. This level of transparency helps associates provide personalized and proactive assistance, resulting in increased customer satisfaction. Additionally, customers can browse real-time product and inventory information on the store associate app as well as save items to their wishlist before seamlessly checking out with a store associate.



# A 360 Customer Experience

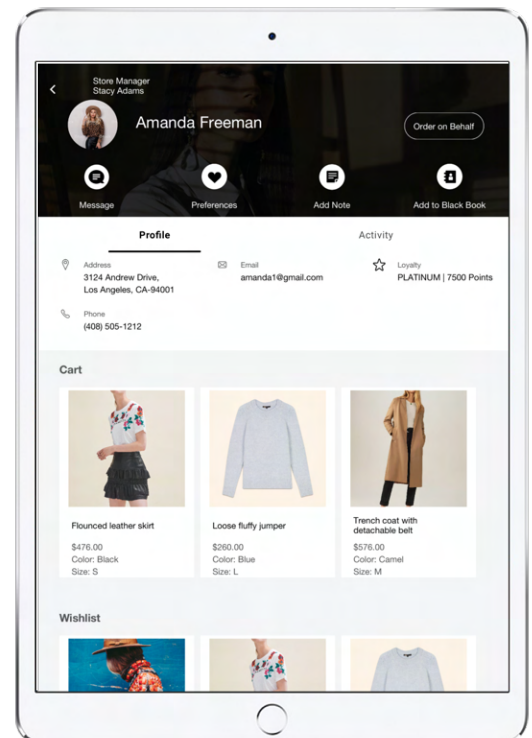
## Clienteling

Clienteling means personalizing the shopping experience for each and every customer. Using data already stored on customers from across all channels, the PredictSpring Modern POS can subtly tweak the experiences offered to buyers. This means they'll always see the products they're most interested in, they'll know when their preferred items are in stock and they'll easily find answers to their questions. Customer preferences can be quickly learned, with support tickets and returns information providing invaluable insights into every customer's likes and dislikes.

Information like this quickly translates into more targeted, intuitive shopping experiences with personalization at every turn. With every interaction, the platform adapts and refines its understanding of each customer, ensuring that the recommendations and offers presented are relevant and engaging. This wealth of information brought about using an omnichannel strategy translates into more targeted and intuitive shopping experiences, where personalization is at the forefront of every interaction.

## Unified Customer Data

The PredictSpring Modern POS serves as a centralized hub, consolidating customer information from various touchpoints such as sales, marketing, service, and support. This comprehensive view enables businesses to gain a holistic understanding of their customers. By analyzing data collected from multiple channels such as the Adyen Payment integration, businesses can develop a deep knowledge of customer preferences, behaviors, and interactions as well as connect transactions to individuals. This unified customer data empowers businesses to deliver personalized and consistent experiences across all channels. With features like single sign-on and unified shopping carts, customers can initiate their shopping experience on one channel and seamlessly continue it on another. This fluid transition ensures a consistent and uninterrupted experience, allowing customers to shop on their own terms and convenience.





# Omnichannel Checkout

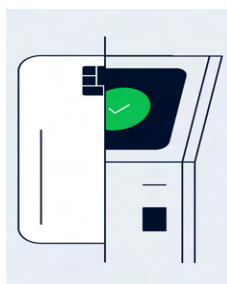
# 71%

of customers  
**will not return** if  
they've had a bad  
experience either  
in store or online\*

The payment process is not just a transaction; it is an opportunity for retailers to make a lasting impression on their customers. It is a crucial moment when customers evaluate the overall experience, and any hurdles or friction during this process can significantly impact their perception of a brand. The partnership between PredictSpring and Adyen focuses on payment solutions that prioritize speed, simplicity, and convenience. The PredictSpring Modern POS integrated with Adyen's single financial technology platform enables retailers to provide a seamless payment experience across all channels worldwide.

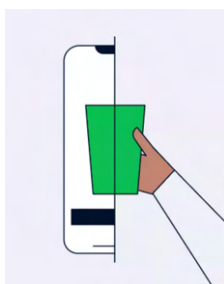
## Any Channel Becomes Your Checkout

With PredictSpring and Adyen, retailers can confidently deliver a cohesive and outstanding shopping experience across all channels, fostering customer loyalty and satisfaction. As shoppers continue to navigate journeys across channels, they will choose to shop with brands that can give them the flexibility they want. With the Adyen integration and the PredictSpring Modern POS solution, the unified commerce experience they facilitate to enhance the entire customer journey, from the moment a customer steps into a physical store to making purchases through mobile apps or online platforms.



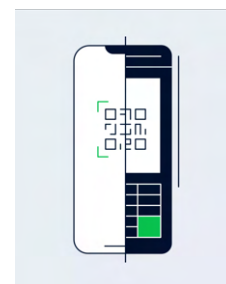
### Self Checkout

Self-checkout kiosks benefit from the same payment security and flexible payment options as an associate's POS device. Through integrations with Adyen, customers can checkout with their preferred payment option, such as digital wallets and contactless cards.



### Mobile POS

Store associates can place orders on behalf of customers and take payments from anywhere in the store.

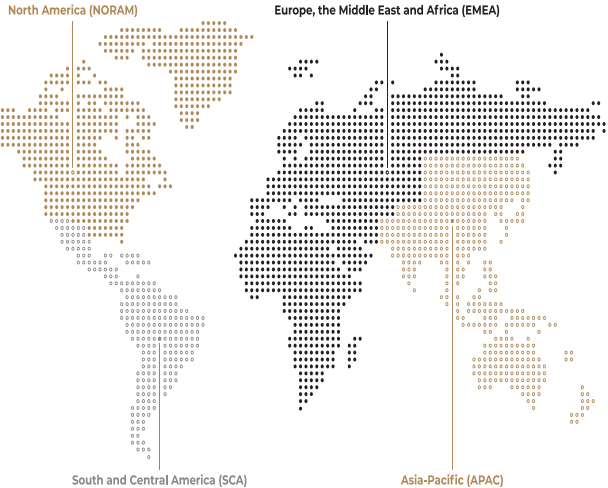


### Remote Payments

PredictSpring offers remote payment options using Pay by Link. Customers can complete their payments through a secure payment page hosted by Adyen, whether they are in-store or not.

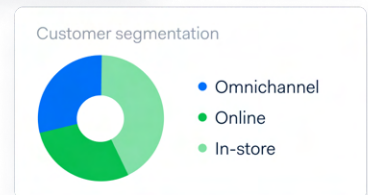
# Global Payments

PredictSpring partnered with Adyen with global retailers in mind. The platform has been developed and tested to minimize the challenges posed by fiscal law. The Modern POS is fiscalized and supported for use in over 20 countries where the certification process is in place. With the Adyen integration, businesses can easily opt in or out of regions or countries. PredictSpring Modern POS platform has achieved fiscal compliance for POS software in European countries including France, Austria, Italy, Portugal and Germany.



## All Your Data in One Place

Adyen captures rich customer insights and tracks business performance across channels and regions all in one place. With Adyen, retailers get access to customer purchasing behaviors, preferences, and shopping trends, as well as information on sales performance and transaction patterns. These data insights enable retailers to identify growth opportunities, optimize pricing, refine product offerings, make data-driven decisions, deliver exceptional customer experiences, and achieve their objectives in a competitive market.



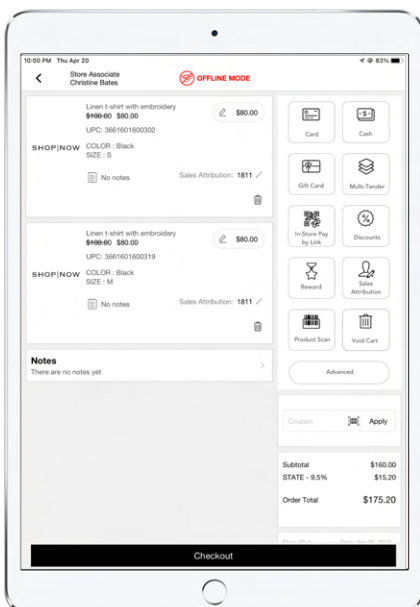
Participation rate  
32.6%

Added revenue  
\$310,871

## Offline Mode

Mobile technology has become a tool to achieve faster, easier-to-use, and more intuitive store associate and customer experiences. But in order to run efficiently, this technology relies on access to a stable internet connection.

In partnership with Adyen, PredictSpring has built a robust Modern POS to support retail trade and continue business as usual during downtime or intermittent connectivity. Offline mode ensures retailers save sales by accepting orders, creating customer accounts, and taking payments via Adyen despite network issues.

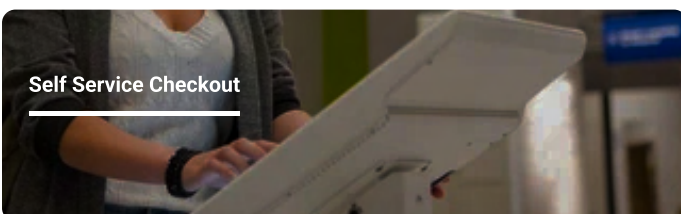
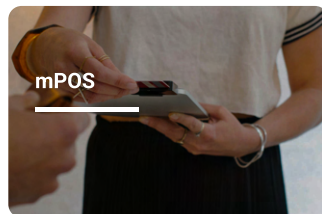




# Modular Platform Built on Microservices and APIs

The PredictSpring Modern POS runs on a microservice architecture, giving retailers greater flexibility. Merchants can deploy, update, change, scale and even rollback applications without impacting the functionality of the rest of the system. This ensures the tech stacks can be tailored around the needs of the customer base and provides resilience against downtime.

PredictSpring's API architecture allows merchants to implement around their own custom integrations to their backend systems when requirements extend beyond existing connectors supported by PredictSpring. In these cases, customers will write a custom connector to the PredictSpring backend systems and will hook into the provided APIs to complete the POS integration.



mPOS



Full POS



Clienteling

Cash  
Management

Endless Aisle

Offline  
Support

BOPIS/BOFIS

Returns  
& Exchanges

Instant Search

Real-Time  
Inventory

RFID

Payment  
Integration

Personalization



Loyalty



CRM Integration

Native  
Checkout

Omni

Browsing  
HistoryCustomer  
LookupDeposit  
& LayawayNo-code Content  
ManagementIn-Store & Remote  
Pay by Link

Multi-Tender

Employee  
Login

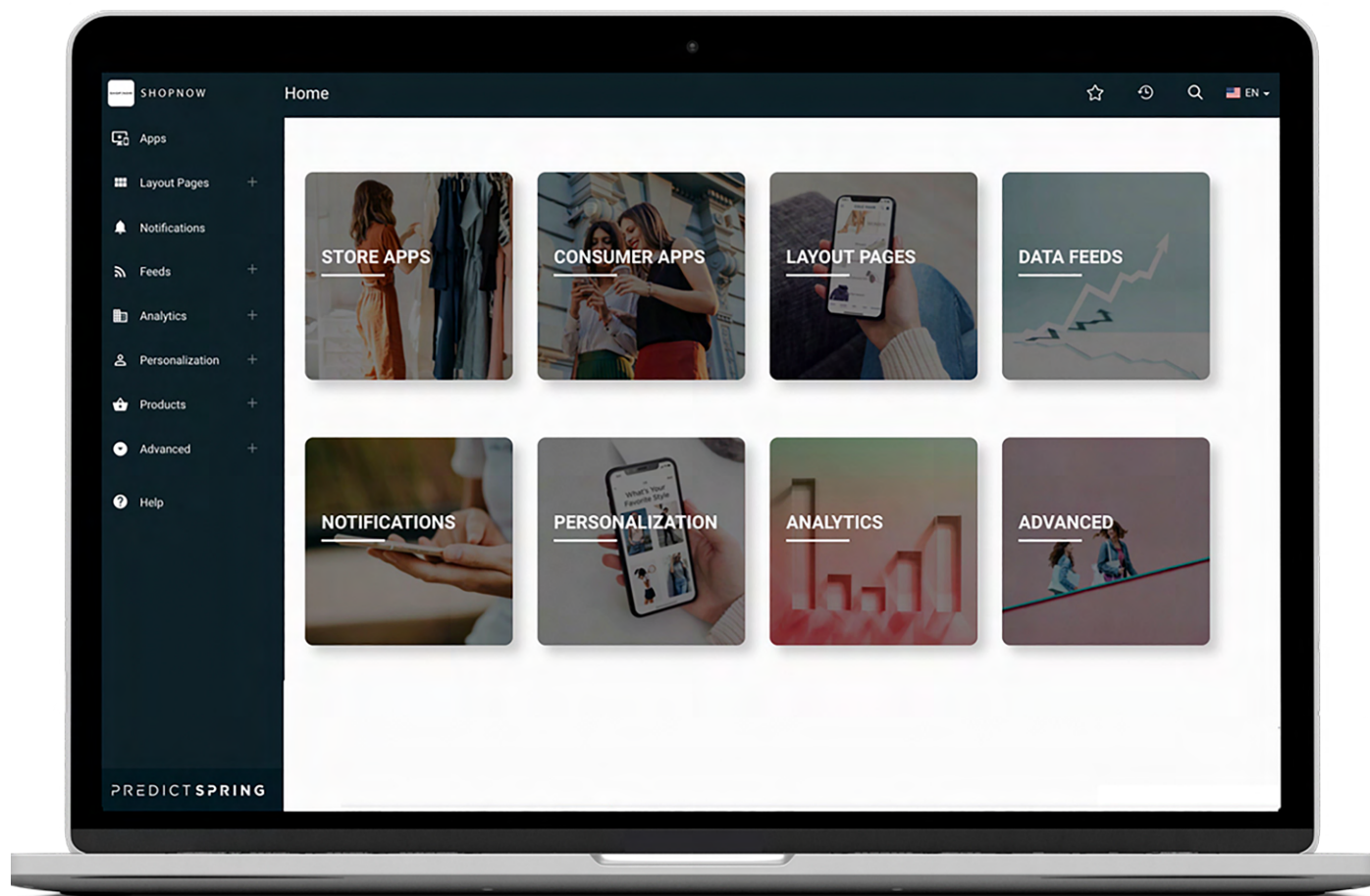
# The PredictSpring Difference

## An On-Brand Experience

The PredictSpring patented and cloud-based CMS is the first of its kind and uses intuitive drag-and-drop features that allow the interface to be tailored to meet the specific needs of the company. As a result, retailers can create on-brand experiences for customers and associates at every touchpoint. The PredictSpring CMS provides retailers with the tools to create a more efficient, engaging experience unique to their vertical. Brands can also customize the user experience further based on different store formats and associate roles.

## Hyper-Fast Checkout

The PredictSpring Modern POS offers a fast and elegant user interface, ensuring that the associates can spend the majority of their time with customers and are not bottlenecked by technology. The speed of the PredictSpring platform is unrivaled with 200 millisecond load times, delivering instant results as the user types. Associates can quickly find the information they need, reducing wait times for customers and improving the overall shopping experience.





## Global Implementation

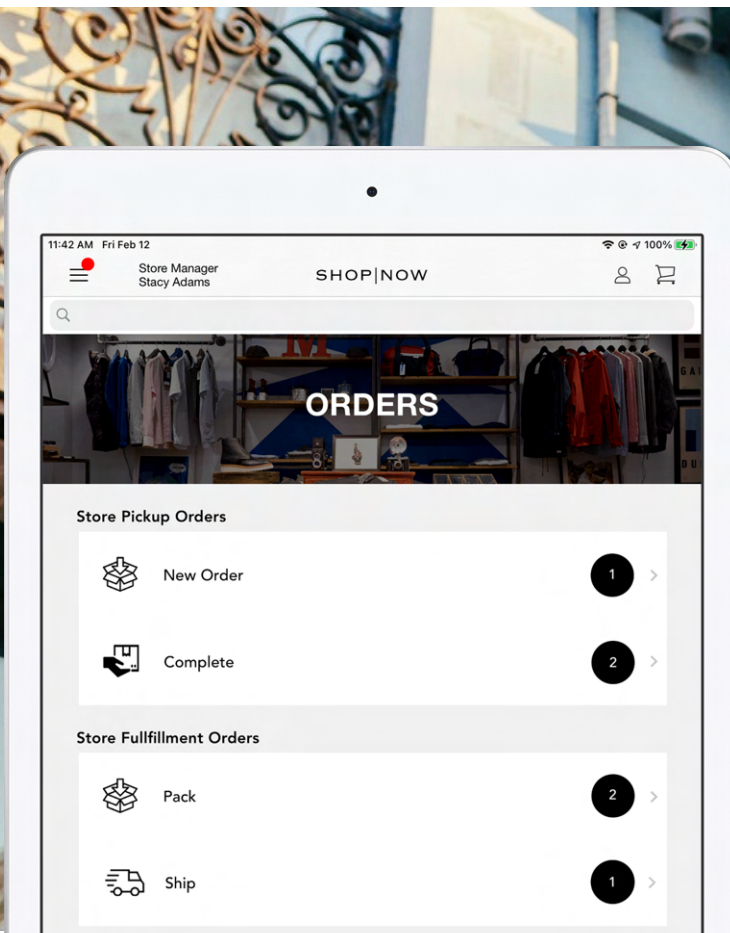
PredictSpring has been built with global retailers in mind. Our product is now used in over 25 countries worldwide, including the US, Canada, UK, France, Germany, Netherlands, Austria, Italy, Hong Kong, Japan, South Korea, Australia, Mexico and Brazil. The PredictSpring Modern POS is fully localized to support various tax requirements and fiscal requirements. We even accommodate different languages as the PredictSpring Modern POS can be configured to support English, French, Italian, German, Spanish, Portuguese, Korean, Japanese and Cantonese.

## Quick Deployments, Continuous Innovation

With a deployment time of just 12-16 weeks, retailers can quickly start reaping the benefits of PredictSpring's advanced technology and complete in-store solution. Retailers can utilize our best-of-breed UI templates, 100's of configurations, and microservice APIs. PredictSpring provides a frictionless upgrade experience, with a new release available every month, which means retailers can stay up-to-date with the latest features and enhancements without any disruption to their business operations.

## Omnichannel Enabled

PredictSpring is the mobile commerce platform to power the full omnichannel experience including store associate clienteling, endless aisle, mPOS, and native consumer mobile shopping apps. In addition, the PredictSpring no coding platform allows merchants to leverage the same backend and proprietary CMS for both store associate and consumer experiences. Through our headless architecture and integration layer, brands can deploy, update, change, scale and even rollback POS applications without impacting store operations or the functionality of the rest of the system.



## Our Joint Customers



### LOVESAC

When strategizing how to evolve our Showroom POS experience for accelerate growth, PredictSpring's POS was the obvious choice. We are excited to integrate the solutions into our brand as we embark on our next stage of growth.

**Chad Best**

SVP Customer Experience Operations  
The LoveSac Company

Deciem is a collection of beauty brands that focus on quality. We were looking for a Modern POS platform that has deep experience in the beauty industry to elevate our customer experience and take our omni channel business to the next level.



**Jessica Freeman**

VP of Finance  
Deciem

### DECIEM



### MOVADO

By bringing PredictSpring's Modern POS to all Movado stores in US & Canada, we are excited to create a personal and customer-focused shopping experiences with fully integrated Omnichannel capabilities.

**Behzad Soltani**

President Commercial & CTO  
Movado Group

Bouclair has been committed to offering our customers not only stylish and affordable home furnishings, but also a personalized and enjoyable shopping experience. We knew it was important to modernize our POS platform to connect the in-store and online experiences for both our store associates and customers.



**Peter Goldberg**

President & CEO  
Bouclair

### Bouclair



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[predictspring.com/demo](https://predictspring.com/demo)

