Cegid Connections Retail. Set a new pace

Monaco, Monte-Carlo June 13 – 14, 2022



Cegid Retail Y2 | What's New? WS07



Cegid Connections

Agenda

01 Welcome & Introduction

Online Documentation Portal

O2 Cegid Retail Y2 Edition 2021

06 APIs & Extensibility

O3 Powered by Y2...

07 Q&A

04 Customer Testimonial



Yann LoyerPresales Consultant
Cegid



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Rimowa



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Cegid



Welcome!



Cegid Connections Identity Federation

_ive Store launc

CRES / In Store Service

Cegid Design System

Web Apps

Tests Auto

24 Languages

Sales External / Alien Apps

Inventory Tracking

69 Localisations

+400 Web Service Ops

mPOS V5

WW SaaS (Azure)

Business Notifications

Load Balancing

Retail Intelligence

SaaS (IBM)

Web Services

mPOS Launch

International

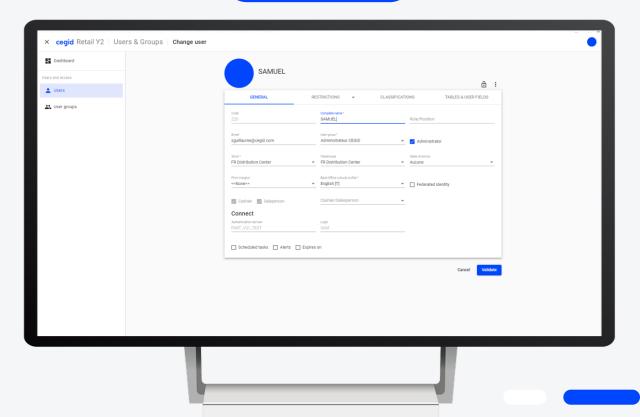
Standalone Mode

Cegid Web Access

C/S & TOX

History in the Making

Cegid Retail Y2



Cegid Retail Y2



CBR



PGI Mode





Product Strategy



SaaS

Expansion
Platform Optimization
Cloud Services



Non-Functional Requirements

Security
Performance
Quality
Documentation



CI/CD

New Methods More Frequent Delivery



API/Extensibility

New APIs Extensibility



UX/UI & Mobility

User Experience Convergence of Mobile OS



Omnichannel & Collaboration

Enhance Platform Capabilities New ISV Partners



Compliance

Fiscal Personal Data Data Residency



Retail Intelligence

Analytics
Data as a Service



Cegid Retail Y2: 2021 in Numbers





4 PODs

Opening of the China POD



Coverage

Stores connected in 60 countries



+60 new customers live in 2021

462 in total



+50% sales transactions

13.8M in December



Web services

+108% API calls



File traffic

2.6M files exchanged in December



Peak season management

Black Friday, Christmas, Singles day...



Process automation

DevOps, CI/CD

Cegid Retail Y2 Edition 2021

Overview



Product Lifecycle Policy

| Version | RC Date | RTM Date | End of Maintenance | End of Support |
|---------------------------|---------|--------------------|------------------------|----------------|
| Ed 2015 (Core V12.xxx) | N/A | Q4 2015 | End Q2 2018 | Not planned |
| Ed 2016 (Core V13.xxx) | N/A | Q4 2016 | End Q4 2019 | Not planned |
| Ed 2017 (Core V14.xxx) | N/A | Q2 2018 | End Q3 2020 | Not planned |
| Ed 2018 (Core V18.xxx) | N/A | Q2 2019 | End Q3 2021 | Not planned |
| Ed 2019 (Core V19.xxx) | Q2 2019 | Q3 2020 | Planned End Q3 2022 | Not planned |
| Ed 2020 (Core V20.xxx) | Q4 2020 | Q3 2021 | Planned End Q3 2023 | Not planned |
| Ed 2021 (Core V21) | Q1 2022 | Planned Q3 2022 | Not Planned | Not planned |
| Ed 2022 (Core V22) | Q1 2023 | Planned Q3 2023 | Not Planned | Not Planned |

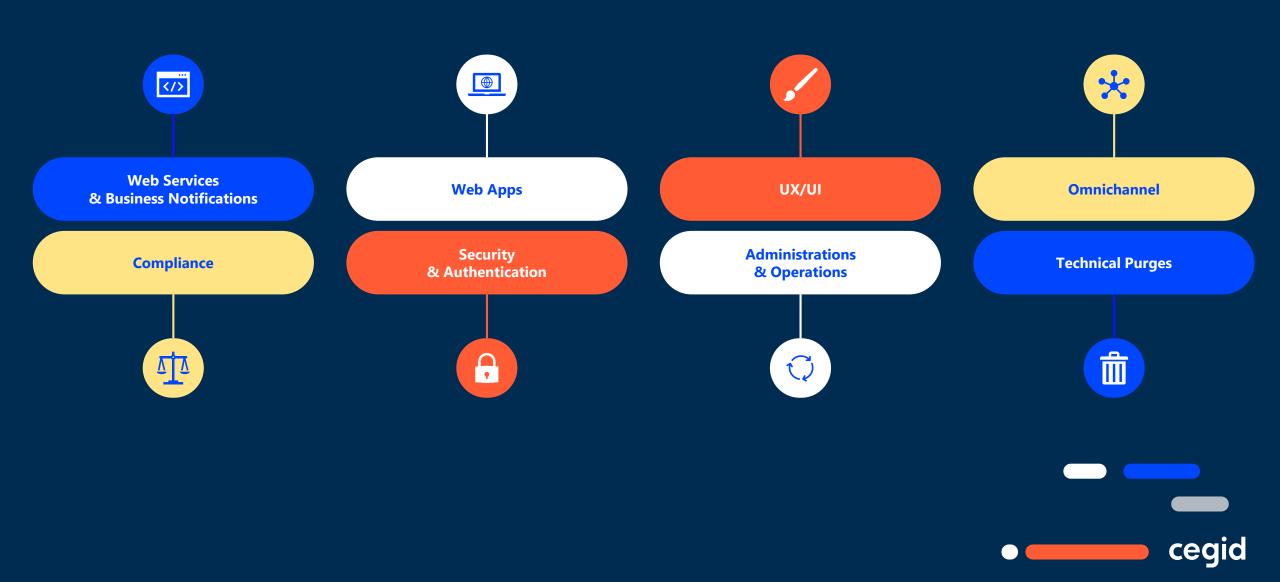


+450 Customers

ON EDITION 2020



Edition 2021



Web Services & Business Notifications





| WEB SERVICES | |
|---|--------|
| Application Usage Audit Services | Update |
| Cash Transactions Management | Update |
| Subsidiaries, Stores, Warehouses Management | New |
| Customer Management | Update |
| Customer Orders Management | Update |
| Stock Adjustments | New |
| Cash Register Devices and Sessions Management | Update |
| Retail Selling Price | Update |
| Sales Conditions Management | Update |
| Alien Apps Sales Transactions | Update |
| Settings Management (Rounding Rules, Payment Methods, Titles) | Update |
| Purchase Documents Management | Update |
| Supplier Management | New |
| Tax Management | Update |
| Transfer Management | Update |

BUSINESS NOTIFICATIONS

Customer Reservation Request [DDI]

Customer Reservation [RDI]

Customer Delivery Preparation [PRE]

Customer Delivery [BLC]

Delivery Notice [ALF]

Supplier Receipt [BLF]

Supplier Return [BFA]

Transfer Request [DTR]

Transfer Out [TEM]

Transfer Notice [TRV]

Transfer In [TRE]

Adjustment In [EEX]

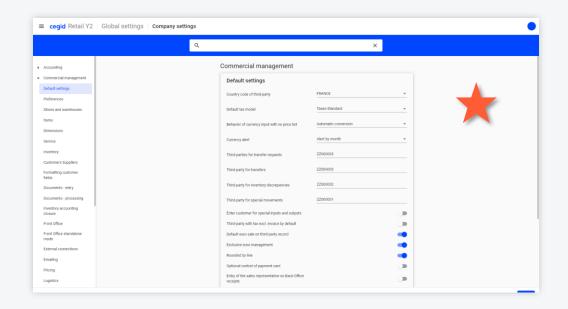
Adjustment Out [SEX]

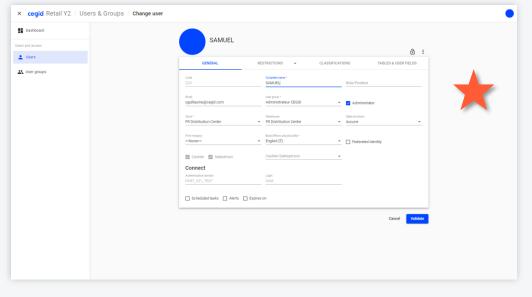
Customer Order Status Update

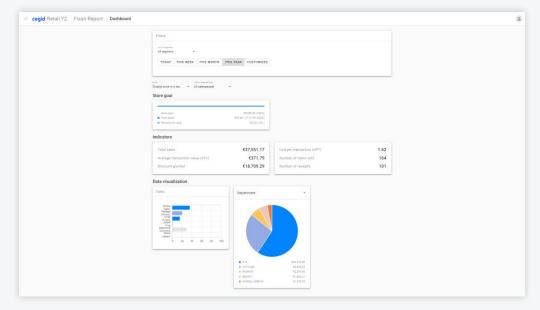
...

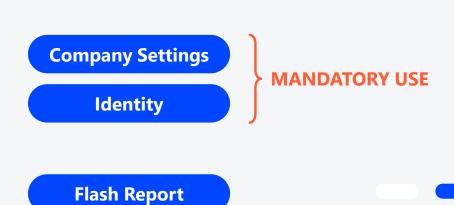


Web Apps









cegid

UX/UI

EDITION 2020

introduced the **Cegid Design System** for Y2

Cegid Design System

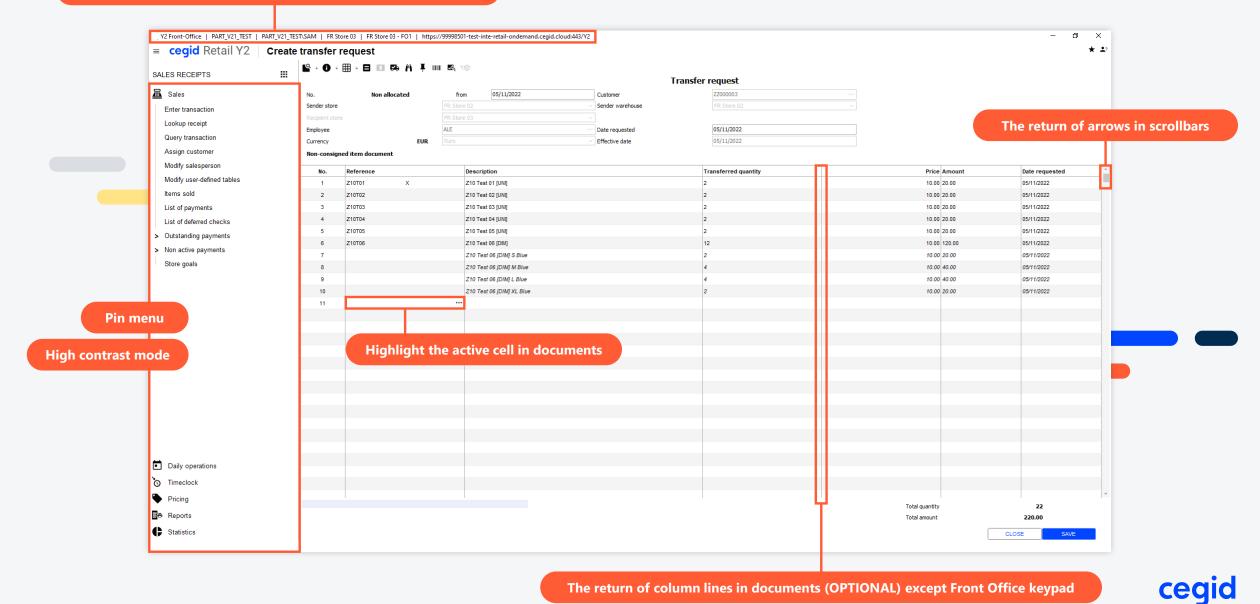


EDITION 2021

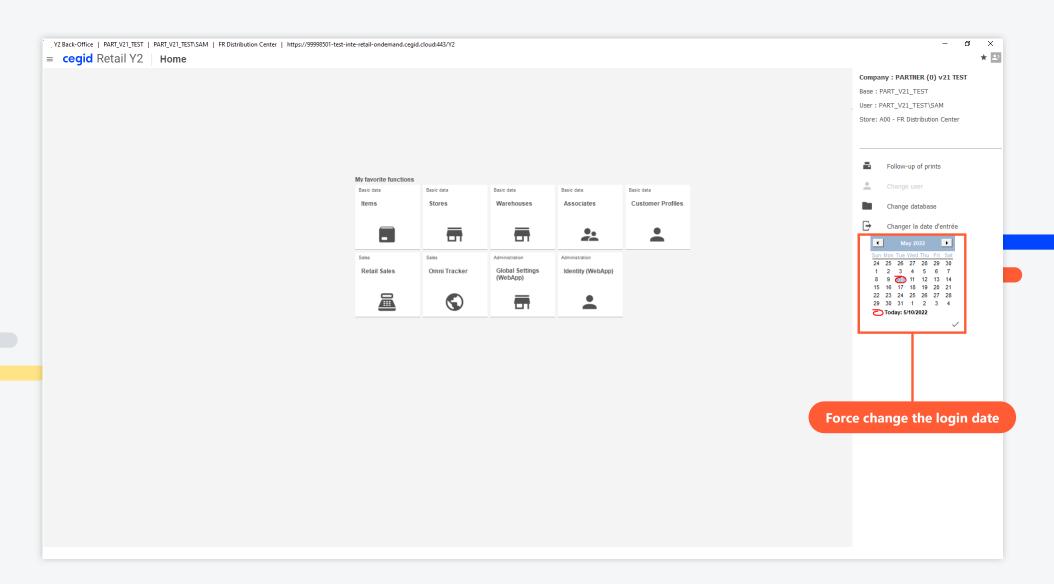
is refining UX/UI based on your feedback



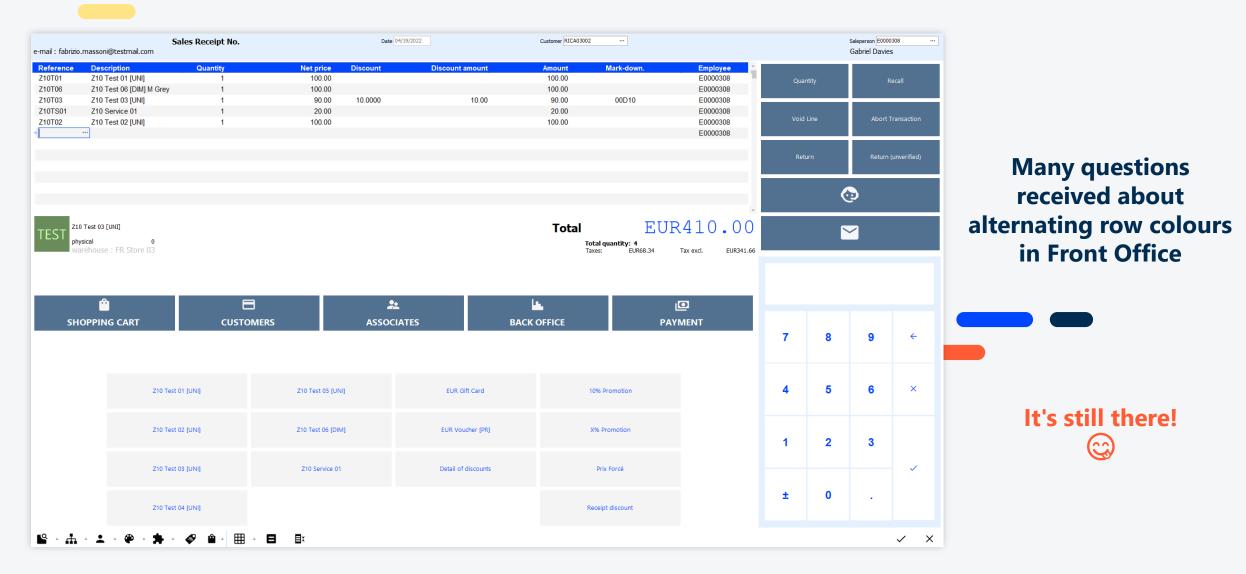
Display Database | Store | Register | URL information (OPTIONAL)

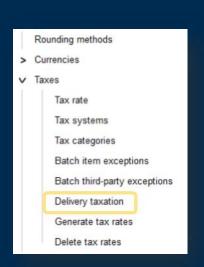


UX/UI



UX/UI





Tax Compliance

Taxation of distance sales & OSS

Send Sales & Delivery/Pickup



Omnichannel



Optimised loading of e-reservation screen in Front Office

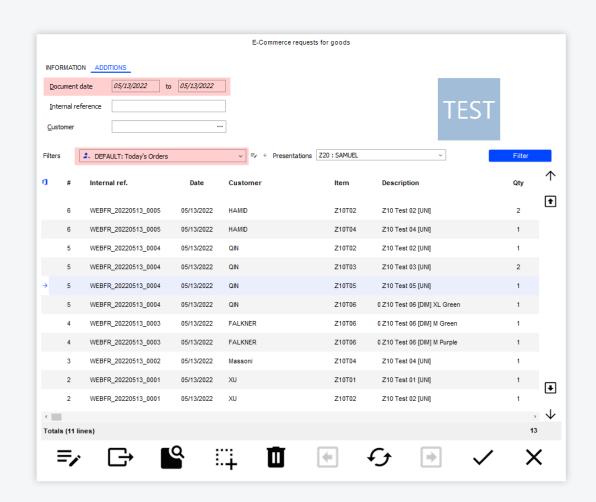
Display stock information (SOH + available) by warehouse

Display total available stock information

Dedicated store deliveries tracking screen

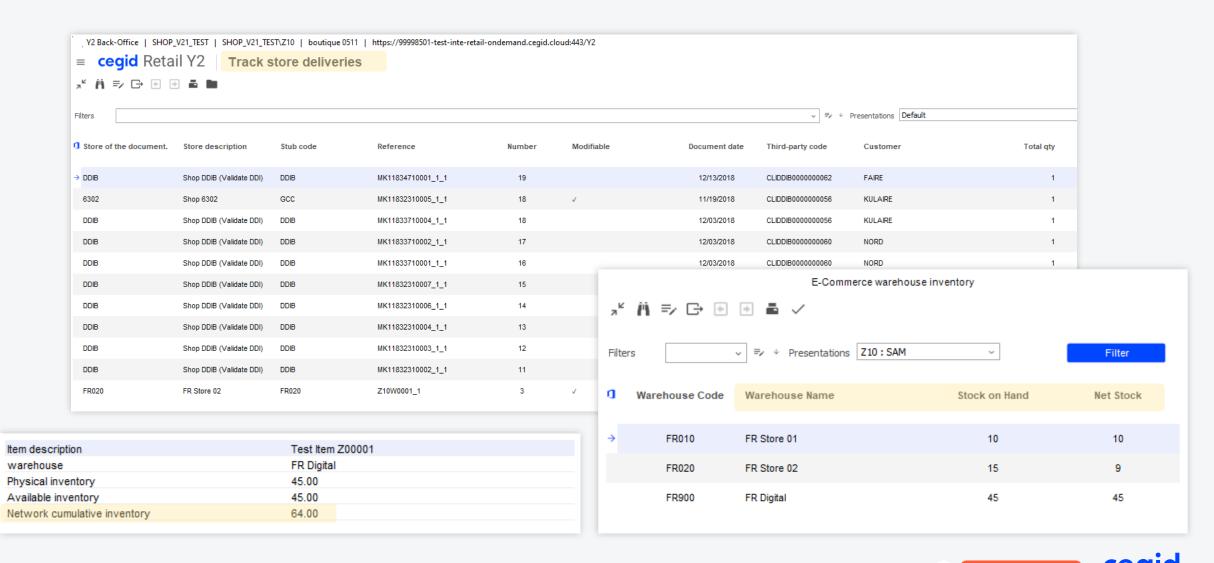
Order reallocation to a different store

Order delivery address update / modification

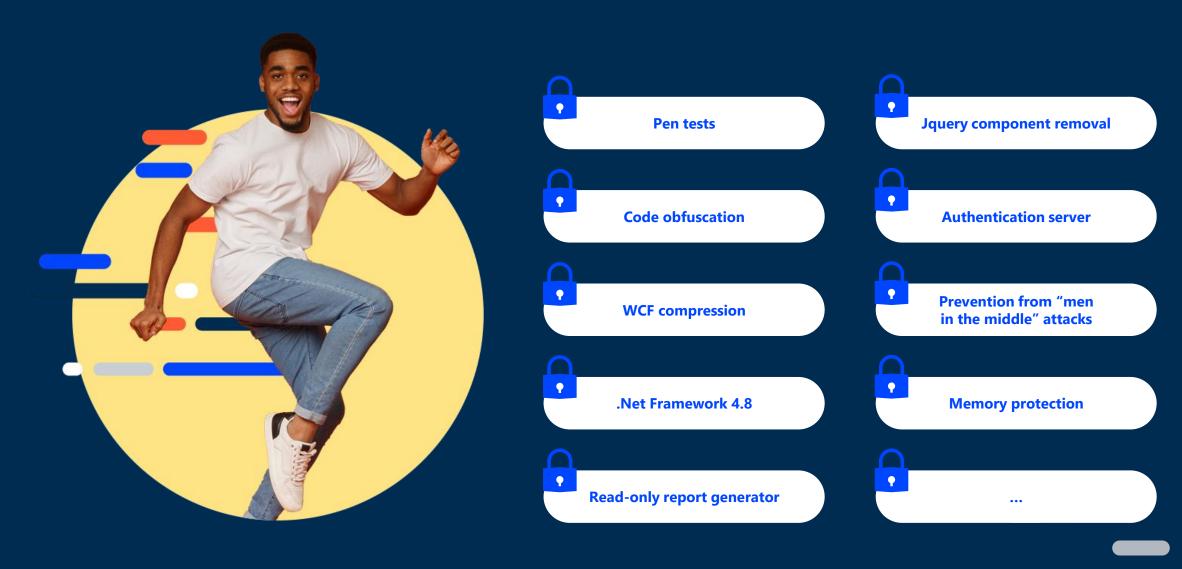




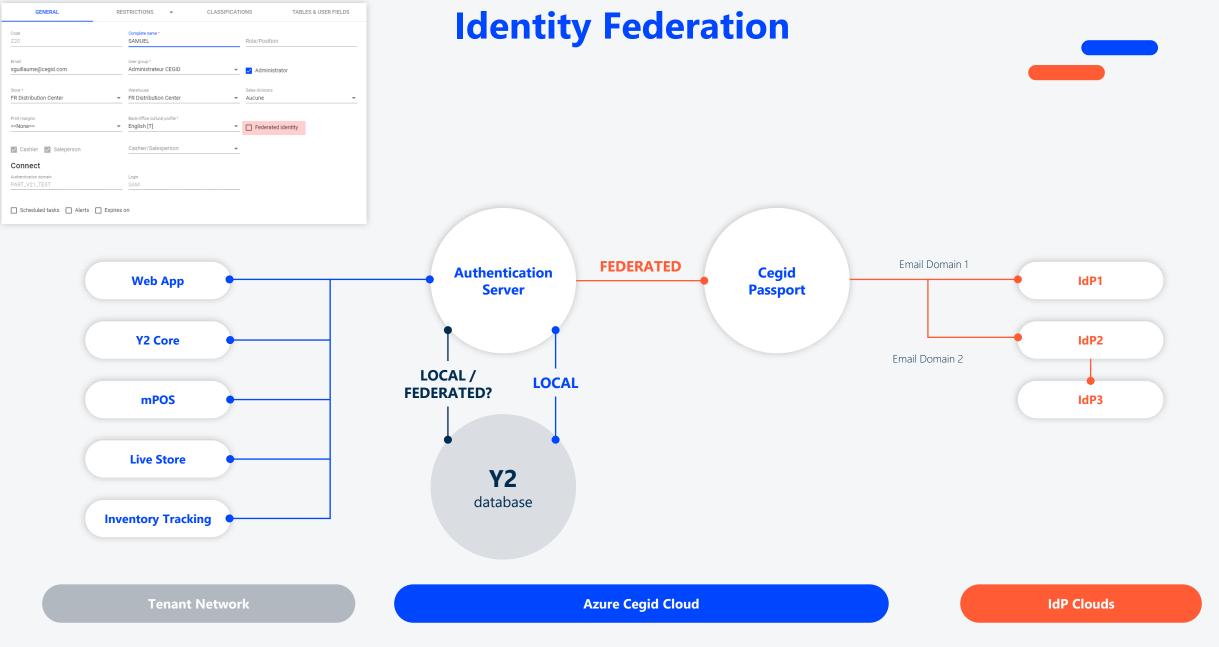
Omnichannel



Security









Cegid Retail Y2 Edition 2021

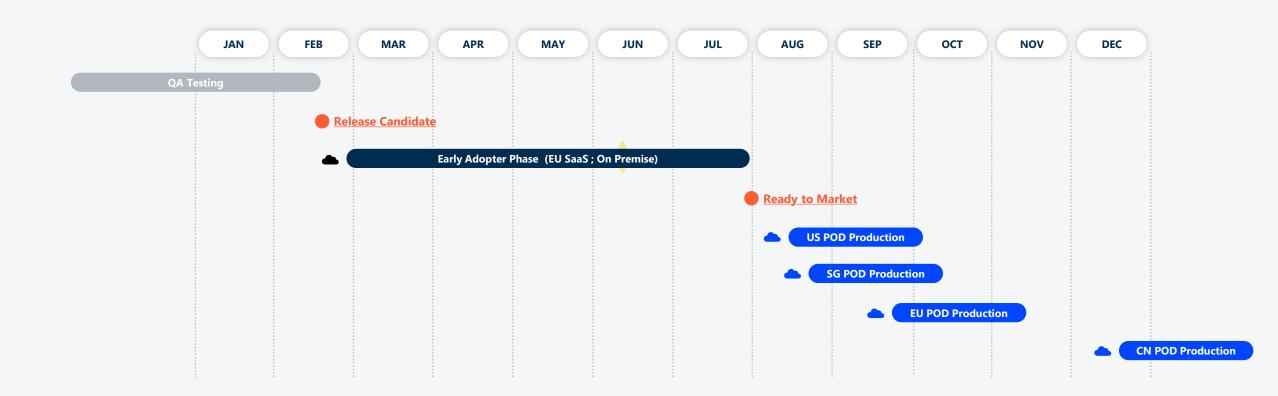
Target Release Plan





Cegid Retail Y2

Edition 2021 Target Release Plan

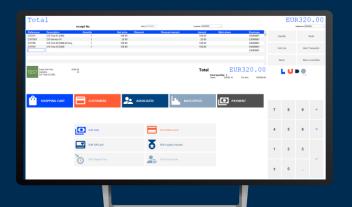




... Powered by Y2

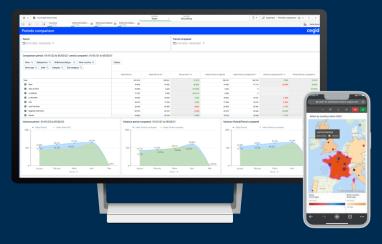
... Powered by Y2

Cegid Retail Y2 Front Office

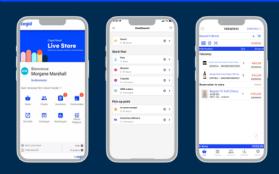




Retail Intelligence Dashboard



Live Store • mPOS • Inventory Tracking









Set a new pace with

Cegid Retail • ———

Live Store

A new generation of collaborative in-store apps





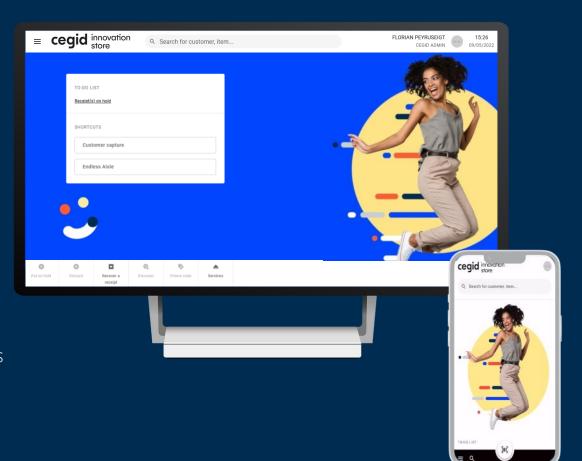
Addressing key business challenges of your stores & associates

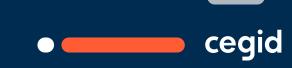


Providing a unique user experience on fixed & mobile devices

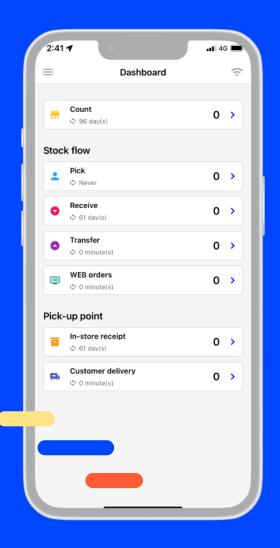


Powered by the Cegid Retail Y2 Cloud Platform





Cegid Retail Inventory Tracking



MOBILE

Available on Android and iOS - Online/offline

COUNT

Physical inventory and Cycle count

INBOUND STOCK MOVEMENTS

Validation of Transfer notice and Delivery notice – Manual stock adjustment (In)

OUTBOUND STOCK MOVEMENTS

Validation of Transfer request – Transfer Out – Return to Vendor – Manual stock adjustment (Out)

WEB ORDERS

Validation of eReservation – Ship from store

PICKUP POINT

Receive parcel – Parcel pickup

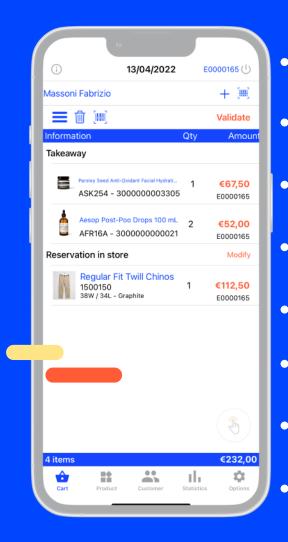
INTERNATIONAL

24 languages

MISC.

To-do list on homepage - Print documents – Product information incl. inventory lookup – S/N – Document user-defined tables – Reason codes

Cegid Retail mPOS



MOBILE

iOS native – iPhone & iPad – New improved UX/UI

POINT OF SALES

Queue busting – Counter mode – Full checkout - Mixed basket – Split payment – Returns – S/N - Sales conditions – eReceipt

OMNICHANNEL

eReservation – Click & Collect – Pickup point – Ship from store – Endless aisle

CRM & LOTALTY

Customer profiles (create, edit) – Opt-in – Purchase history – Loyalty program – 1 to 1 interactions (SMS, phone, email)

IN-STORE REPORTING

Daily goal monitoring – UPT – ATV – Staff performance – Product categories

INTERNATIONAL

35 countries (full checkout) – 24 languages

PERIPHERALS

Improved scanning through 3rd-party solution integration (Scandit) – Printer – Payment (Adyen, Worldpay, Payworks...) + CRES

EXTENSIBILTY

Daily goal monitoring – UPT – ATV – Staff performance – Product categories

Customer Testimonial

Rimowa | Louis LEFRANC, Retail IT Domain Manager



RIMOWA



R-POS RIMOWA 2022

50°59′11.7″N 6°53′05.4″E

PARIS, MAY 12TH 2022



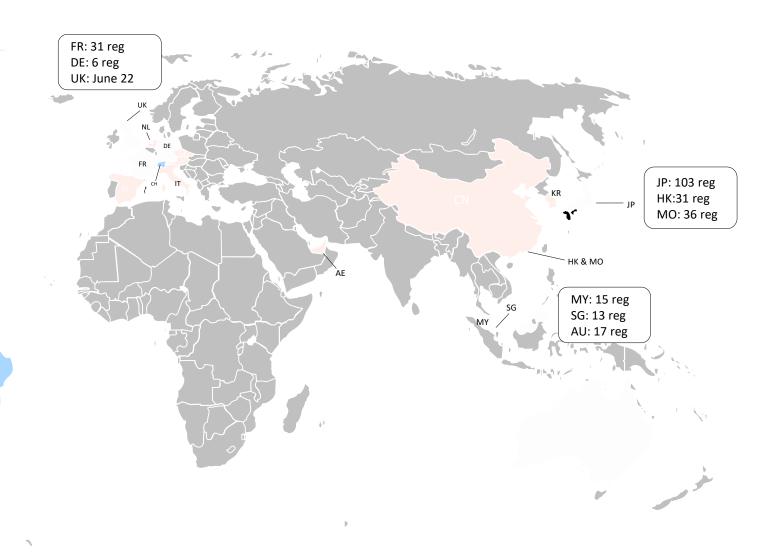


Q3 2022

Live

Out of Scope

R-POS - DEPLOYMENT



BR

FUNCTIONAL PERIMETER OF RPOS IN RIMOWA

| | | SIS | FSS |
|------------------|--|-----|---------|
| FUNCTIONAL SCOPE | Register opening & closing management | ✓ | ✓ |
| | Clock-in/Clock-out management | ✓ | ✓ |
| | SA authentication management | ✓ | ✓ |
| | Regular sales with S/N management | ✓ | ✓ |
| | Customer identification/creation | ✓ | ✓ |
| | Store figures consultation (Daily Sales, SA performance, etc.) | ✓ | ✓ |
| | Stock visibility (stores and country) | ✓ | ✓ |
| | SA management at sales receipt line | ✓ | ✓ |
| | Discount management | ✓ | ✓ |
| | E-mail Sales receipt | ✓ | ✓ |
| | Exchange | ✓ | ✓ |
| | Return Management (pending DEV credit note issue from mPOS) | N/A | N/A |
| | Payment with disconnected bank card terminal | N/A | ✓ |
| | Pay By Link (WorldLine) – Rimowa DEV | | Q3 2022 |
| | Tax Refund issuance / cancelling (only FR, DE in test) | N/A | ✓ |
| | Store 2 Web Order | N/A | Q3 2022 |
| | Pick-up in store a Store 2 Web Order | N/A | Q3 2022 |

CRES - IMPLEMENTATION

- Mandatory for Germany with KassenSichV regulation to have a full customer journey
- Pilot deployed the 24.05 in our Cologne store
- 1 CRES server implemented for 6 registers with dedicated TSE stick (Swissbit)
- Sales properly posted to EFSTA partner

Implementation

- CRES implementation was easy to put in place thanks to CEGID consultant expertise and documentation provided (4 Days project for implementation)
- CPOS CEGID for Payment (WorldLine) is working perfectly (need dedicated terminal per CRES)



KEY FIGURES AND STORE FEEDBACKS

- Since go live around 20% of transactions are passed or started from R-POS
- Shop-In-Shop context are the best player with R-POS → <70% of transactions (FR)
- R-POS match RIMOWA needs to provide a tool fast and available for all Sales Advisor
- Provide service continuity and customer experience in store with limited number of POS (average WW is 1/store)





STORE FEEDBACK - VERBATIM

« MPOS is well adapted and useful for fast card payments »

« The application is very useful on the shop floor. The following features greatly contribute to improving both staff and customer experience:

- Inventory lookup

- Mobile sales

- Customer profile creation and lookup

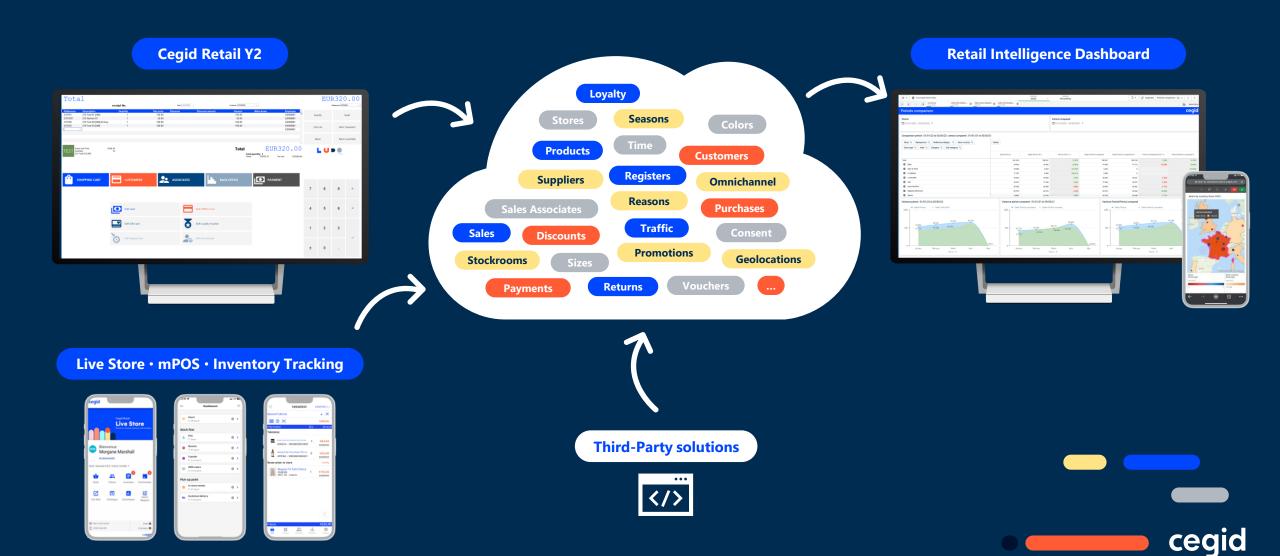
- In-store reporting »

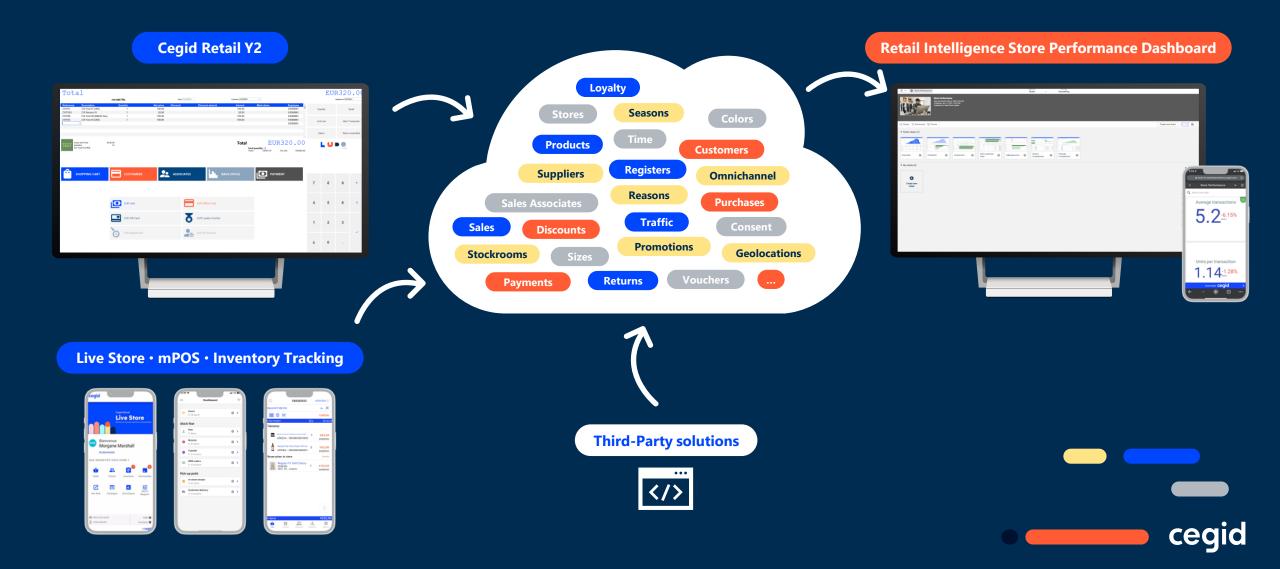
« The app is intuitive, user-friendly and feature-rich. It really helps us save time during peak trading hours. »

« MPOS is fast to start and easy to use and navigate. We can serve customers anywhere in the store and reduce waiting times. »

« No longer need to wait for the fixed POS to be available to check stock availability. »

Cegid Retail Intelligence Dashboard





General KPIs

Store Comparison



Period Comparison



Associates



Products



Customers



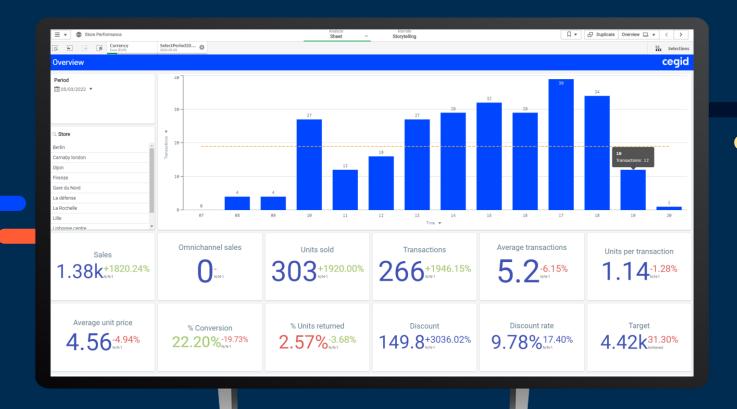
Customers 360





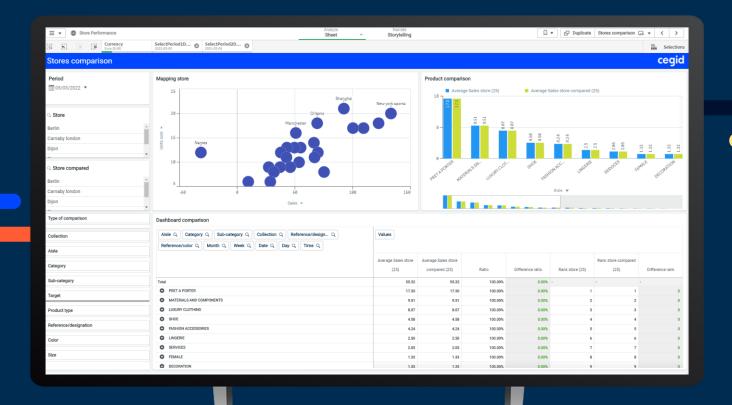




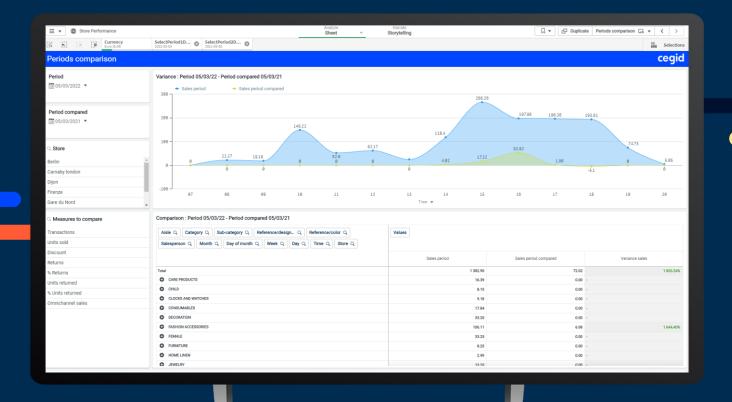


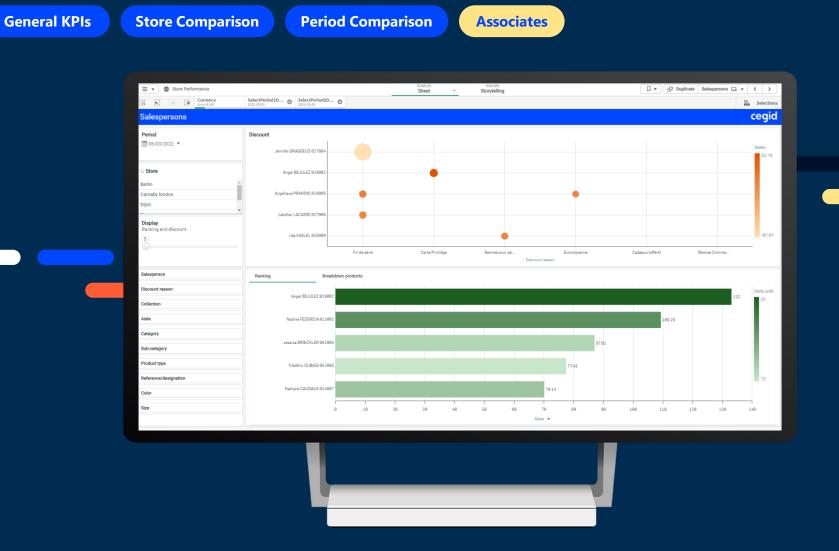
General KPIs

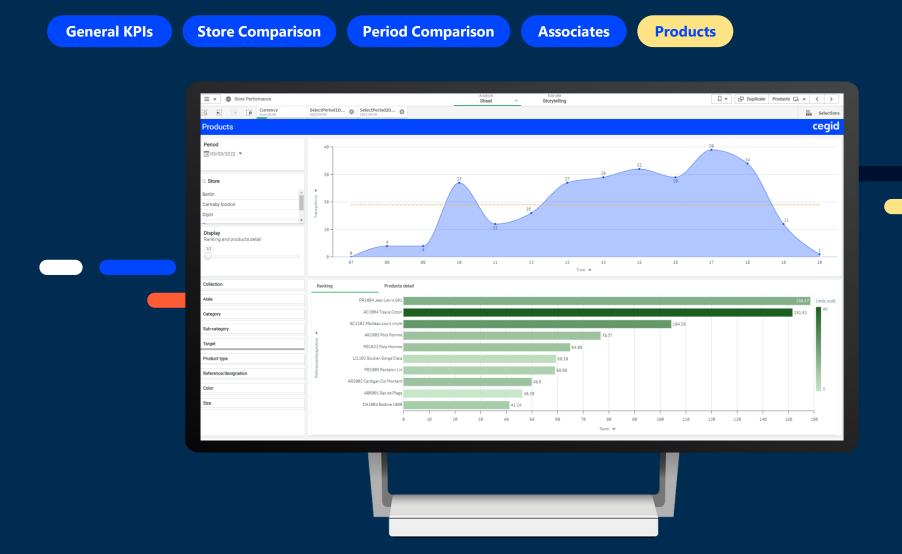
Store Comparison

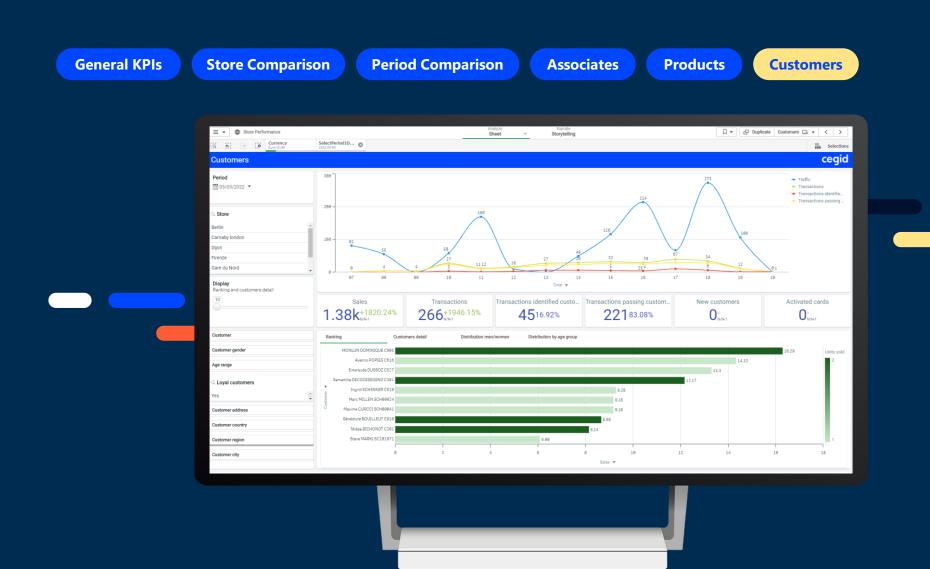


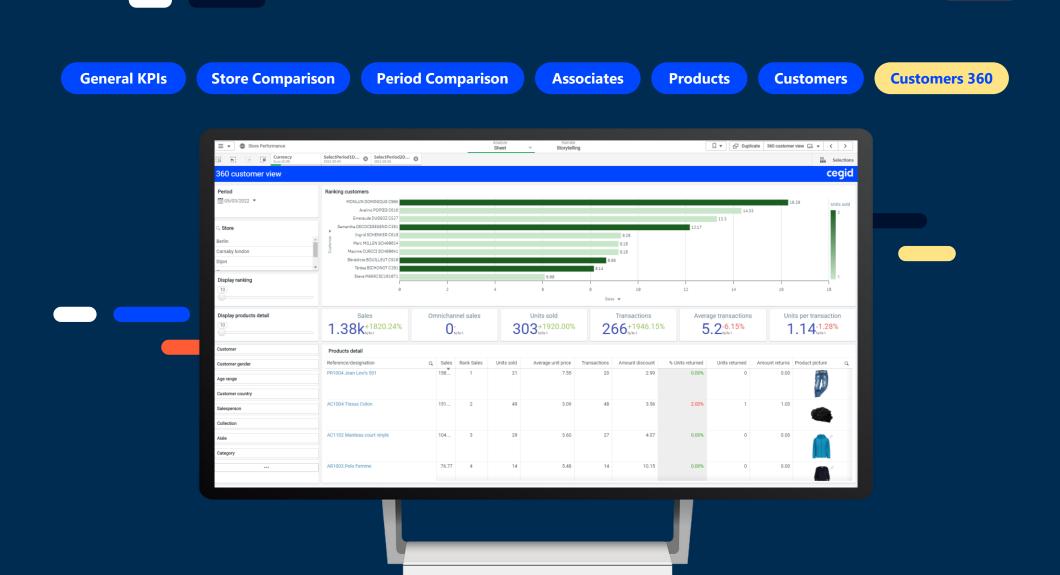
General KPIs Store Comparison Period Comparison











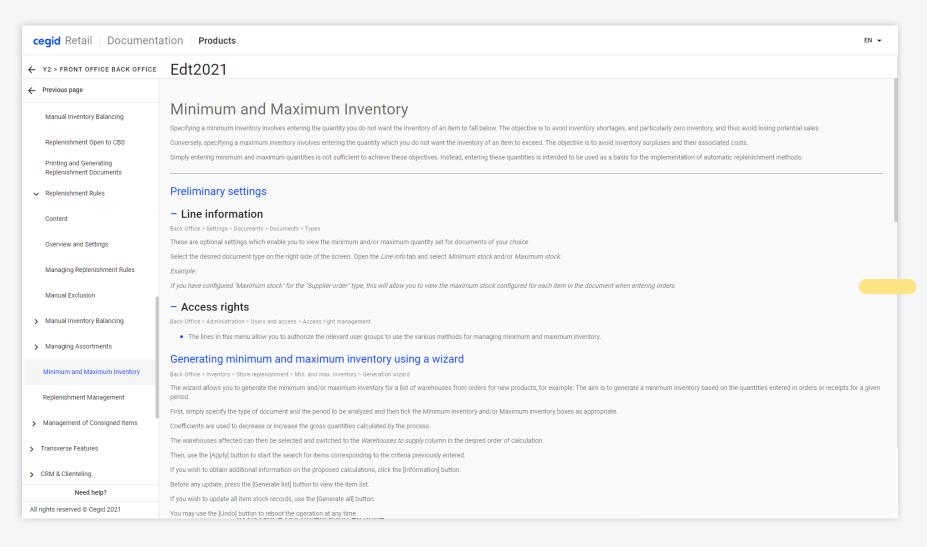
Online Documentation Portal



Digital Content at your Service

Online Documentation Portal









Embedded search engine

Follow-up notes

Release notes

Web services documentation

Technical prerequisites

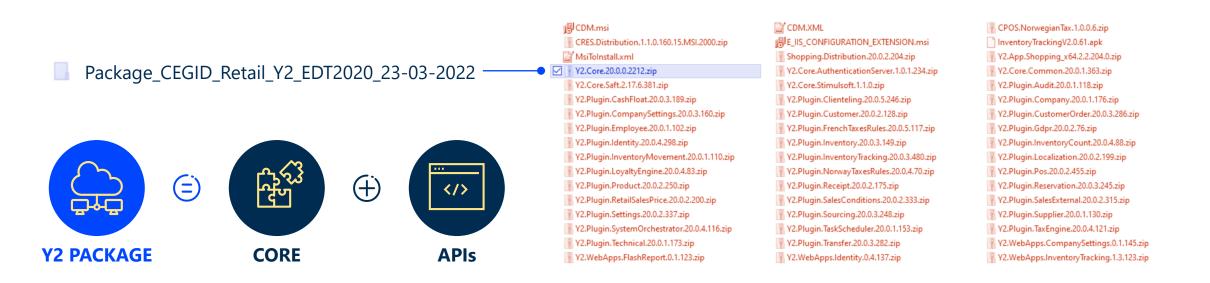
+350 How-to documents

Continuous update



APIs & Extensibility

Cegid Retail Y2 API Portfolio





+80 APIs

+400 methods



Cegid API Strategy

SOAP RESTFUL RESTFUL

New web services

RESTFUL ONLY

Update of existing web services only available in SOAP **NONE**

Update of existing web services available in both SOAP & REST

UPDATE OF BOTH

Unplanned (yet) planned obsolescence of SOAP web services



APIs Statuses



Statuses and Display of Services

| Product(s): | Back Office – Front Office – Commercial Management | |
|-------------|--|--|
| Version(s): | Cegid Retail Y2 Version 2018 and later | |
| Recipients: | Partners – Customers | |

| Date | Authors | Change log | Version |
|-----------|---------|-------------------------------|---------|
| 9/01/2021 | JCF | Creation + review by R&D team | 1.0 |

Objective

The objective of this document is to clarify the meaning of the statuses and the display of the services and methods of Cegid Retail Y2.

Note: Please refer to the SOAP documentation to find out more about these attributes.

Statuses

The statuses below may relate to a plugin, service or method, whether public or private:

ALPHA = Design/development

- Contract published but implementation of the operation is in progress (not implemented, partially implemented or not tested by automatic tests).
- Contract and implementation can be modified at any time, without warning and without versioning/revision/backward compatibility.
- . Status assigned by the developer when the code is delivered to master or releases/Vx.

BETA = Development complete - Pilot

- · Contract and implementation published, with automatic testing completed successfully.
- Contract and implementation can be modified, without compatibility breaks or with versioning.
- Authorization for use limited to a list of customers, validated by the Offer and R&D.
- · Status assigned by the developer on instruction from the PO (Product Owner).
- Implementation of a revision that announces the status change along with the date.

RELEASED = Publication, usable by customers

- · Operation validated by the drivers (compliant and usable).
- · Status assigned by the developer on instruction from the PO.
- . Implementation of a revision that announces the status change along with the date.

OBSOLETE = **Old** published service that remains usable for a limited time.

- Contracts not maintained.
- A replacement contract must exist in BETA version as a minimum (except where applicable).
- Status assigned by the developer on instruction from the PO.

Status

ALPHA

Design/development status

BETA

Development complete • Pilot phase

RELEASED

Published, usable by customers

OBSOLETE

Old published API that remains usable for a limited time

Display Properties

NOT DISPLAYED

Cannot be used outside of Cegid Retail Y2

PUBLIC

Can be used and maintained until the OBSOLETE status is assigned

PRIVATE

These APIs are managed in Cegid Retail Y2 as public contracts. Only the documentation is not published.

They should not be used by customers.

The status is internal information: private APIs always adopt ALPHA status rules for customers

No forward compatibility commitment.

No change to OBSOLETE status before deletion.

No maintenance is carried out in the event of a usage issue.



Roadmap Drivers

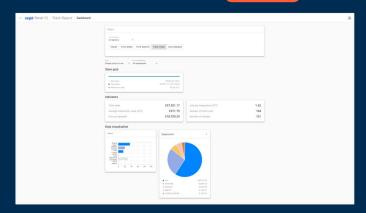




Instore Apps SalesExternal

Selected evolution requests CRC





Web Apps

Security - Modernization Omnichannel - Monitoring



Headless Commerce



In simple language, headless architecture means wrapping up all the business logic and functionalities in a set of APIs, which are powered by the specialized backends and make them available so that any front-end channel can hook into these APIs and provide the customer experience desired for that channel.

Connecteor In-Store Service Business Notifications Adaptaive Card In—Store Service Business Notifications Adaptaive Card In—Store Service CRES Notifications Adaptaive Card Adaptaive Card Adaptaive Card Adaptaive Card Adaptaive Card Adaptaive Card App to App CRES Adaptaive Card App to App App to App CRES Adaptaive Card App to App to App App to App to Web App to Web App to Web App to Web App Business Notifications Adaptaive Card App to App to App App to App to Web App to Web App App to App to Web App Business Notifications Adaptaive Card App to App App to Web App A

Extensibility



Extensibility is key to allow our customers & partners to develop add-ons to provide a solution to specific business requirements & integrations.

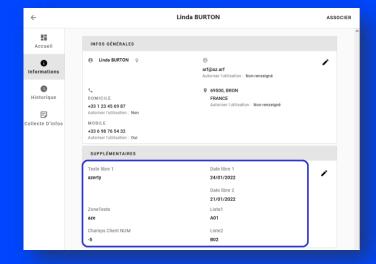
Cegid provides & maintains a set of extension points & features dedicated to extensibility within its standard solutions.

As a statement of direction Cegid will continue to provide new extensibility features with a special focus on mobile apps



Adaptaive Card Business Notifications App to App Web App to Web App Ensures Indications CRES Commenter App to App Commenter Connecteor Connect

Extensibility

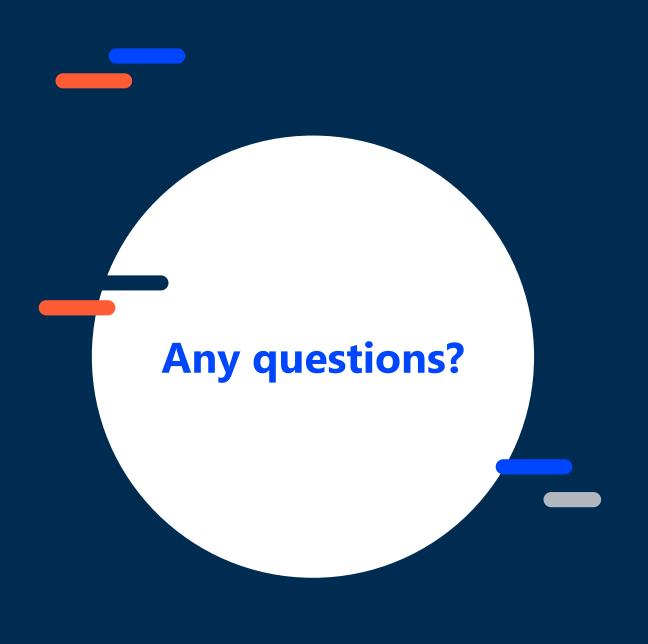


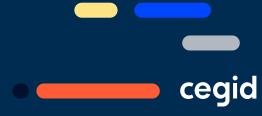














THANK YOU