

The background of the slide is a blurred photograph of a retail store interior. It shows various people moving through the aisles, some standing near displays, and others walking. The lighting is warm and the overall atmosphere is one of a busy, modern shopping environment. In the upper right, there is a faint, large graphic of a globe with intersecting lines.

Intelligent Inventory Optimization

CUSTOMER SUCCESS

Programs tailored to meet the goals of improving your top-line growth while gaining efficiencies in inventory management and related operational challenges.

Our Expert Customer Success Team

The Customer Success Team provides a wide range of services to assist you in your journey- from the earliest touch-points of onboarding, through initial deployment, to full rollout and optimization of the 4R Supply Chain Management & Analytics Platform and Solution. In our quest for customer success, clients can expect quarterly business reviews, recommended best practices, and ROI optimization workshops throughout their journey with us.

When You're a 4R Customer, You Can Feel:

Confident about your 4R deployment.

Our team has over 20 years experience in successfully providing 4R Supply Chain Management (SCM) Solutions & Analytics' platform and services to a wide variety of commercial sectors.

Assurance that you will achieve your goals.

The best fit and use of our solutions is part of your success, but more importantly, our success teams seek to understand the why and how we can proactively help you maximize your customer's experience, yielding greater profitability.

Connected with SCM experts for best practices.

We provide tiered levels of service and support, based on client needs. Connect with the Customer Success team during regularly scheduled weekly business meetings, live chat or through user forums; or access the 4R knowledgebase with articles, explaining industry best practices, 4R product features, tips, and troubleshooting info.

Supported by a team committed to your success.

Our team becomes part of your team to proactively provide simulation and analysis, production processing, feature calibration and optimization management , with a keen focus on business success.

Typically, our team works with customers who are leaders of:

- › Enterprise, or Lines-of-Business
- › Supply Chain and Demand Planning
- › Sourcing & Procurement
- › Customer Fulfillment and Market Development
- › IT
- › Finance

How We Support Your Journey

The 4R Customer Success Team: Our Commitment To Your Success

THE CUSTOMER JOURNEY

SUCCESS & LTV

- › Lifetime Trusted Partnership
- › Their Success = Your Success
- › Continually Develop & Evolve

DISCOVERY

- › Ideal Customer Profile
- › Success Criteria, Why Buy? Outcomes
- › Change Management
- › Create Partnership / Agreed Shared Plan

LAUNCH

- › Onboarding
- › Training & Change Management
- › Initial & Repeated Time to Value
- › Communication

NURTURE

- › Adoption
- › Business Reviews
- › Aligned to Outcomes/ Objectives
- › Success Strategies

RENEWAL

- › Successful Partnership/ Trusted Advisor
- › Outcomes Measured & Achieved
- › Executive Sponsorship
- › Champions

GROWTH

- › Case Studies & Referrals
- › Build Customer/ Stakeholder Network
- › Upsell/Cross-sell Reference Sales
- › Customers - Virtual Sales Team

We can help you use new technology to adapt to the new inventory optimization environment

- › Align your supply chain strategy with the business strategy.
- › Improve your supply chain's agility in meeting expanding customer preferences.
- › Support more flexible process design and support options for new business models.
- › Improve the customer experience by helping you identify and deliver customer preferences.

Leave the details to us, while you focus on the bigger picture and the future of your business.

Quarterly Business Reviews Expert Monitoring, Insights and Advice

We provide weekly check-ins to review business trends, status on active projects and any outliers or exceptions that require quick resolution if they arise. Every quarter, our clients receive a more detailed review:

Project and Deployment Status

- Progress on initiatives versus timelines
- Accomplishments and Priorities
- Current Risks and Risk Mitigation

Business Benefits To-date

- Forecast Accuracy Improvement
- Margin Improvement
- Inventory Carrying Cost Reduction

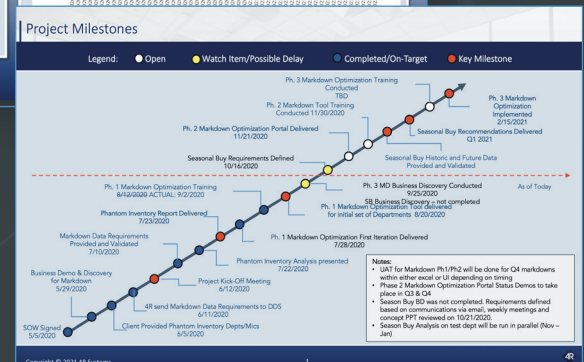
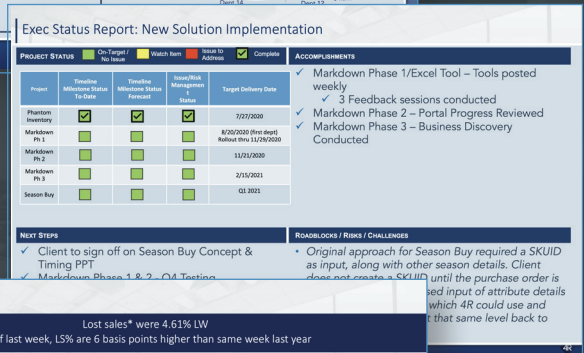
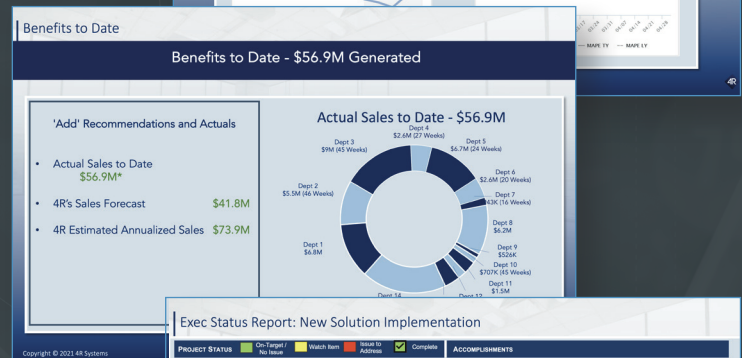
Value Generating Ideas

- Strategic Updates
- 4R Features
- Project debriefs and reviews

New 4R Platform Features

- 4R Feature Roadmap and how it relates to upcoming strategies

Recommendations Moving Forward





Why Choose 4R?



Predictive Demand Planning

Machine learning forecasting solution identifies pure demand with our proprietary approach to demand decomposition and lost sales estimation.



Replenishment Planning

Delivers true multi-echelon recommendations for every SKU at every location within.



Allocation Planning

Allocates the next unit of product to the best store that maximizes in-season sales and minimizes stranded end-of-season inventory.



Assortment Optimization

Identifies the most profitable assortment of products for each location.



Markdown Optimization

Maximizes full sales price while at the same time exiting the seasonal cycle as profitably as possible.

- › Highly experienced SCM and analytics team that can help guide you towards a fast ramp-up and quick results.
- › Harness the power of Big Data and Machine Learning to drive insights.
- › Monitoring and measurement of critical events in your supply chain that require attention and real-time adjustment.
- › Proven algorithms that reduce complexity and optimize inventory performance.
- › Integration of customer data, ERP, marketing, distribution and CRM data to provide analysis and insights on critical forecast & profitability variables and promotion effectiveness.
- › Scalable solutions that grow with your business, so you pay only for what you need.
- › Quarterly health reports that include a wide array of performance data.

"One of my favorite parts of working with 4R is the Customer Success team. I look forward to those calls and touching base. It's a genuine highlight of the week... I know by the time I get to that Thursday meeting, I'll have a good sense of where that next week is headed. I'll have a good sense of the changes we're making and what's working and what we need to improve on."

*~ Jared Brown, Senior Analyst,
Aubuchon Hardware*



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