



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

GROWTH

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

LAUNCH

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

RENEWAL

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

NURTURE

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

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

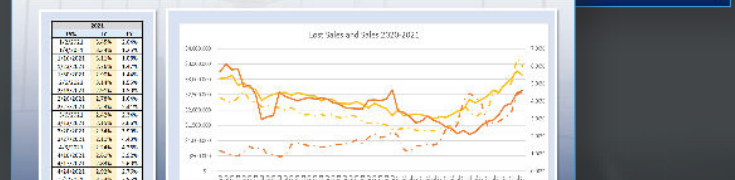
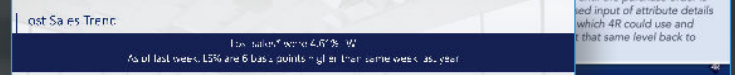


Exec Status Report: New Solution Implementation

Project	Health	On Target	Watch Item	Escalated	Complete	Accomplishments
Phantom Inventory	Green	Green	Green	Green	10/19/2020	✓ Markdown Phase 1/Excel Tool - Tools posted weekly ✓ 3 Feedback sessions conducted
Markdown Ph 1	Green	Green	Green	Green	8/20/2020 (Per next Release 11/19/2020)	✓ Markdown Phase 2 - Portal Progress Reviewed
Markdown Ph 2	Green	Green	Green	Green	11/01/2020	✓ Markdown Phase 3 - Business Discovery Conducted
Markdown Ph 3	Green	Green	Green	Green	3/16/2021	
Season Buy	Green	Green	Green	Green	03/30/21	

Next Steps: Client to sign off on Season Buy Concept & Timing PPT. Markdown Phase 3, 2, 1 - QA Testing.

Roadblocks / Risks / Challenges: Original approach for Season Buy required a SKUID as input, along with other season details. Client does not create a SKUID until the purchase order is input of attribute details which 4R could use and that same level back to



Why Choose 4R?



The 4R Advantages

- ✓ Integrates with and compliments your Execution Systems, providing a strategic path off of existing spreadsheets and basic planning systems
- ✓ Unifies the data into **One Predictive Engine** for supply chain analysis across planning processes
- ✓ Delivers Best in Class Planning Process Modules
- ✓ Provides outsourced options, which eliminate the need for large capital outlay, shifting costs to Pay-As-You-Go operating expenses.
- ✓ Provides services tailored for continuous improvement and customer success

4R platform and services have proven to help retailers meet customer expectations, improve profitability, reduce inventory, and empower employees - **some clients realizing \$6 million to \$265 million in incremental profit.**

Demand Planning

Identify true demand, utilizing AI and machine-learning, and generate more accurate forecasts, driving more accurate upstream and downstream processes that maximize profitability.

Replenishment Planning

Enable multi-echelon inventory management that is guaranteed to maximize profit across all channels, reduce inventory carrying cost and deliver superior customer service.

Allocation Planning

Allocate the right amount of inventory to the most profitable locations at the right time, minimize stranded end-of-season inventory and reduce the need for future markdowns.

Vendor Order Optimization

Enable buyers to make informed decisions on buying requirements when executing demand, replenishment and allocation plans.

Markdown Optimization

Maximize revenue and achieve merchandising goals each season by recommending the optimal timing and depth of end-of-season and end-of-life markdowns.

Assortment Optimization

Optimize product offerings at each store to meet customer preferences and drive revenue growth through data-driven insights, resulting in improved customer satisfaction.

“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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