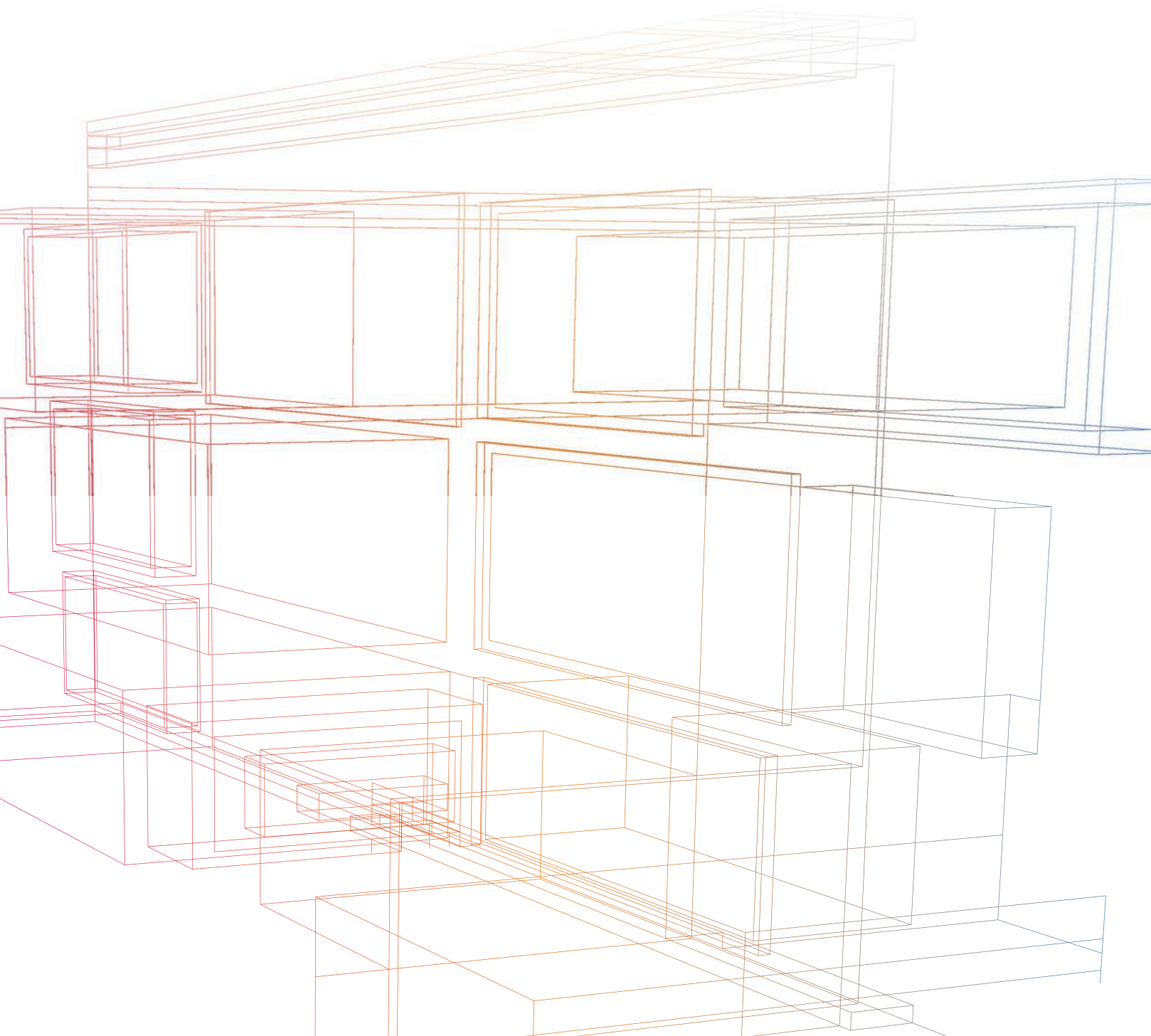
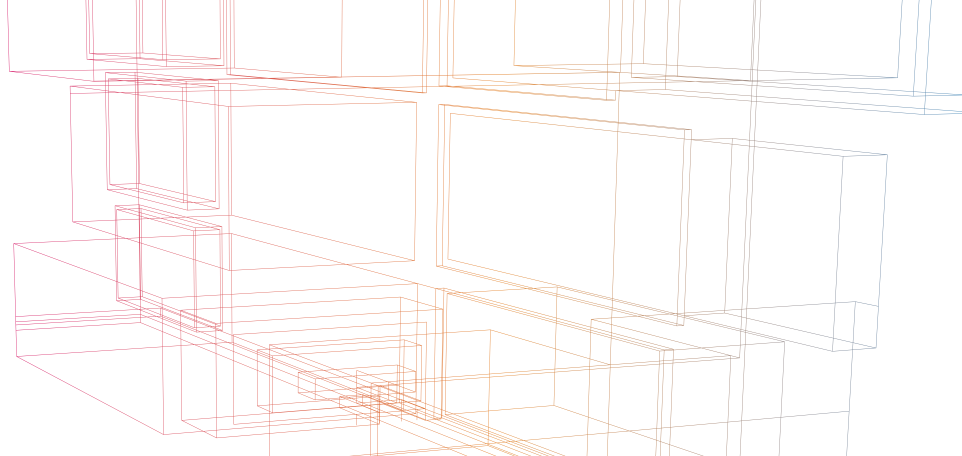




MULTICHANNEL
SOLUTIONS

INTEGRATED INNOVATED INSPIRED





About MNP

MNP was started in Salisbury in a small room with just two people. Now twenty years on, things have changed considerably; most notably the technology we have at our fingertips and the speed of change and adoption within the industry. Expanding our team from the UK to the USA, we continue to design our software in response to the multichannel direct-to-consumer retail revolution that has taken place globally in the way we all shop today.

Online or in-store with 24/7 availability across a global marketplace, we all want that great, personal shopping experience. We want it sent, we want to click & collect, we want to browse at home and buy in-store. The customer is king, with increasingly high expectations and sophisticated means of shopping. Yet through this evolution of the customer, MNP has continually enhanced the ActiveSeries Multichannel Software Solution to meet the needs of the modern day consumer.

With a high percentage of creative and technical people, MNP is constantly on the move and pushing the boundaries of deliverable software. Our modular software suite enables our clients to adapt to market conditions. The MNP team are here to help as we deliver and support the varying unique requirements for each of the brands we serve.

Our broad and deep expertise, our ability to listen and understand, and our commitment to finding the 'right fit' for each client ensures that we are perpetually adding value; helping our clients sell more, improve their margins, and enhance their customer's experience.

Within the industry MNP is seen as a very 'safe pair of hands', supplying sophisticated, high end software solutions that offer excellent ROI and exceptional value. Our software, and the people behind it, make a measurable difference for clients such as Lakeland, L.K. Bennett, Soletrader and Fragrance Direct.

Find out more

- » **ActiveSeries Overview – Multichannel Direct Commerce (B2B and D2C)** 4
- » **PSMAActive (Buying & Product Management)** 6
Streamline the process of product conception, product lifecycle, product information, supplier management and multi-currency purchasing.
- » **OrderActive (Order Management System)** 8
Optimise and personalise sales channels with inventory and promotions, automate multichannel order processing whilst using custom fraud management rules. Empower your customer service team to deliver an improved end user experience.
- » **WMSActive (Warehouse Management System)** 10
Optimise your warehouse/s for space, throughput and workforce productivity using automation and warehouse device technology.
- » **WMSActive 3PL (Warehouse Management System for multi-client 3PLs)** 12
WMSActive flexibly supports complex, high volume third-party logistics (3PLs) and order fulfilment service providers that ship non-grocery product anywhere in the world.
- » **IntraActive (Intranet Platform)** 14
An intranet to support and link up your evolving business operation utilising ActiveSeries and third party data where available. Enables custom workflows by user type and area of business without the need for systems application development.
- » **Platform Implementation** 16
Using the Prince2 project management methodology the systems are implemented efficiently while also configured to meet predetermined business needs all whilst minimising the risk of system migration.
- » **Day to Day Technical Support** 17
MNP provides personal, friendly support to our clients using our internal people as nothing is outsourced.
- » **Client Services** 18
Perpetual engagement to help ensure your continued ROI. We meet to discuss multichannel best practices and your future plans, while staying in tune with your daily needs to help keep you ahead of the competition.

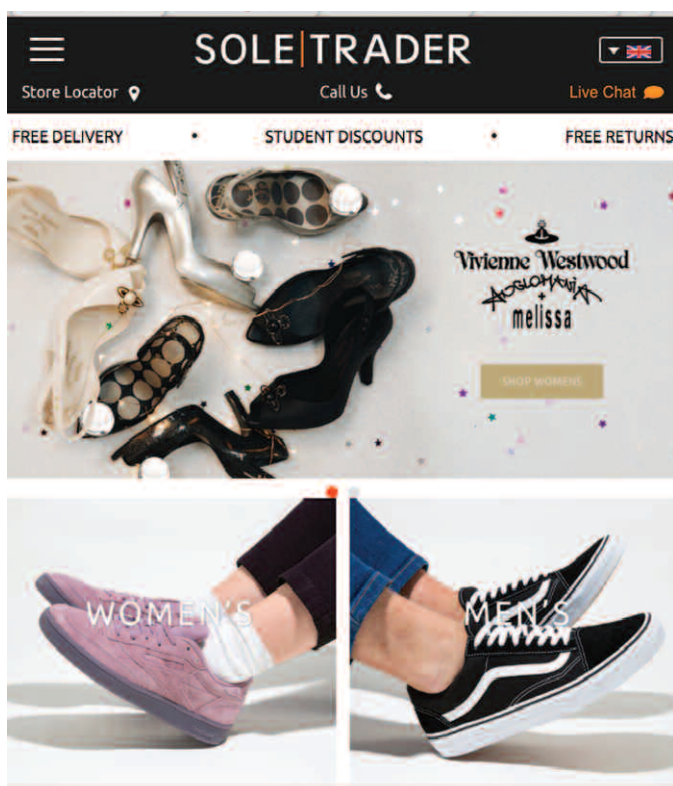
A real time modular, scalable, multichannel software solution that unifies and controls the entire available inventory sold through all channels anytime, anywhere.

ActiveSeries

The ActiveSeries Suite comprises four main software platforms with each operating as a 'stand alone' system.

- PSMAActive (buying and product management)
- OrderActive (order management system)
- WMSActive (warehouse management system)
- IntraActive (customisable intranet platform)

These four platforms provide a fully integrated end to end multichannel solution, supporting multi-currency purchasing, campaign based marketing, inventory management, customer service, domestic and international order processing, and fulfilment of orders both directly and via 3PL. Being a modular based system our clients benefit by adding the functionality to meet their needs as they arise.



What our users think

Using MNP's ActiveSeries ERP we've been able to process returns more quickly and accurately, reducing our average refund period from three days to one day. As a result we've seen significant improvements in customer feedback and stock utilisation.

Will Foster, Ecommerce Manager, Soletrader.

MNP's strengths are its interfaces, relationships, flexibility and ability to resolve issues.

Ecommerce Director, L.K. Bennett.

MNP are business people that make software work for you.

Susan Johnson, Founder, Bella Di Notte.

The trusted and proven multichannel solution for inventory, order and warehouse management for the direct to consumer, omnichannel retailer and 3PL service provider.

ActiveSeries Overview – Multichannel Direct Commerce (B2B and D2C)

The modular ActiveSeries Suite is the trusted and proven multichannel solution for inventory, order and warehouse management for the direct and omnichannel retail sector. Our open and extensible architecture allows for flexible and custom, parameter driven configurations that facilitate operational growth through efficiencies in product lifecycle and purchasing, multichannel order fulfilment and warehouse management. ActiveSeries Suite is multi-company, brand and currency. The modular solutions support both business-to-business and direct-to-consumer omnichannel retailers, including 3PLs, call centres and fulfilment service providers.

With a single database supporting ecommerce, catalogue, phone and marketplace channels, ActiveSeries provides a centralised database to manage your business. This centralised data is available in real time to all integrated systems providing your customer service team with the resources necessary to meet customer expectations. The real time data further ensures optimal order fulfilment.

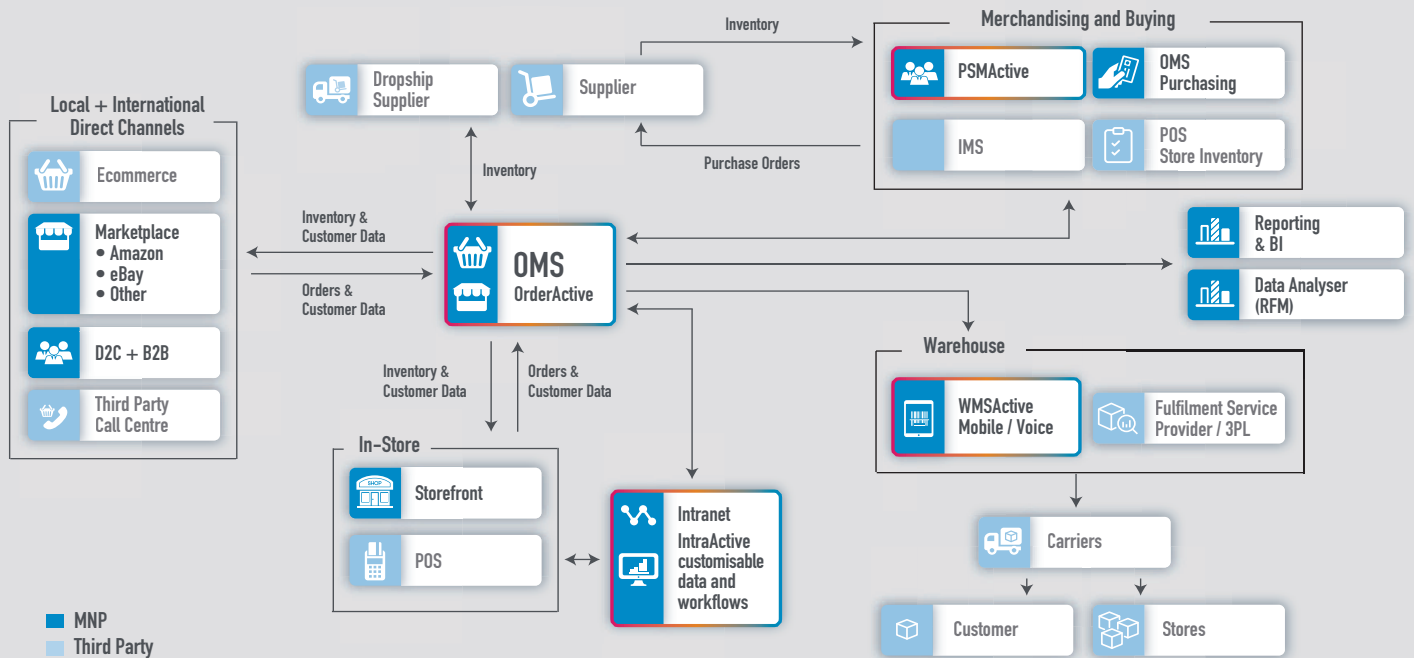
Beyond the software, MNP’s ultimate strengths are found within the team of developers of the ActiveSeries platform who continue to support the system with a deep understanding of omnichannel retailing. Now, with two decades of experience, our expert team remains committed to MNP and they utilise finely tuned, repeatable processes, to meet client expectations regarding project delivery times and budget. With more than 90% of our people being technical in nature, we use that collective industry knowledge and experience in collaboration with a deep understanding of our clients’ needs to deliver success. We take a consultative approach with the purpose of building long-lasting relationships where we help brands really make the most of the power of the ActiveSeries Suite which helps them scale profitably, improve margin through automation, and deliver the best end customer experience.



PSMAActive (Buying & Product Management)

PSMAActive streamlines the process of buying, product concept, procurement, production and shipping all through a very logical, user-friendly interface designed with product lifecycle management in mind.

- Product lifecycle and information management.
- Score cards for vendor management.
- Workflow and inventory management.
- Critical path control over PO creation and product release.
- Product and purchasing lifecycle automation.



OrderActive (Order Management System)

Order Management Software designed for direct-to-consumer multichannel retailers and 3PL order fulfilment service providers to meet global demands while supporting omnichannel inventory and customer service requirements across multiple sales channels and brands. The ActiveSeries OMS provides order and global inventory management, drop ship vending, online marketplace integration, and fulfilment capabilities. Efficiently designed to reduce turnaround time, OrderActive manages local or shared inventory, which improves customer loyalty and increases both average and lifetime transaction value.

- Manages multichannel direct inventory, orders and customer service.
- Multi-brand and currency for global growth.
- Flexible business rules to adapt to your workflow.
- Real time integration with ecommerce and online marketplaces.
- Integrated with Magento, Salesforce Commerce Cloud, Hybris, ROC Commerce, Amazon, Ebay and many more ecommerce platforms.
- Strong fraud protection rules.

WMSActive (Warehouse Management System)

Warehouse Management Software that supports both store and direct-to-consumer fulfilment from local or global channels. Simplified management of inventory across stores, catalogue, ecommerce, and marketplaces, allowing scalable growth from a single site to unlimited physical and virtual warehouses.

- High volume direct to consumer and store replenishment.
- Single location to multi-warehouse scalability.
- Wireless scanners for accurate processing, safeguarding precise picking and put-away.
- Easy integration into third party shippers.

IntraActive (Intranet Platform)

A flexible framework that enables customisable workflows and informational views to be managed outside of the client's existing applications from their hosted environment. Often used to create custom dashboards, workflows and system interrogation.

- Accessible dashboards and informational workflows readily available via web interface.
- Share information in-store, across departments, or with 3PL clients.
- Access global stock for in-store buy and ship.
- Process direct returns in-store, facilitate store pickup.
- Customer loyalty and surveys.



Buying & Product Management automates and enhances the creative design and buying processes and manages all aspects of the supply chain for omnichannel retailers.

PSMActive

PSMActive streamlines the process of buying, product concept, procurement, production, and shipping all through a very logical, user-friendly interface designed with product lifecycle management in mind. Supporting a collaborative approach to buying and product management, it ensures that merchandise gets from purchase order to your sales channels as quickly and efficiently as possible. By simplifying the process PSMActive enables you to leverage a competitive advantage by shortening your time to market while simultaneously ensuring shortcuts do not jeopardise agreements with suppliers or violate internal policies for product release.



Features

- Product lifecycle and information management.
- Score cards.
- Workflow and inventory management.
- Critical path control over PO creation and product release.
- Automation of common tasks to simplify the purchasing and product management process.
- Pre-defined message stores to re-use on recurring documents with vendors.
- Document storage for vendor related agreements.
- Bulk imports for quick handling of large product, pricing, or purchasing changes.
- Enhanced marketing fields for substitutes, cross-sells, and upsells.
- Complete campaign and price management supporting multichannel.
- Simple control over kits as well products requiring styles and attributes.
- Administrative override for critical decisions.
- Detailed flags and data collection on products and vendors for follow up reporting.
- Strong audit trail by activity and user.
- Reporting fuelled by real time data for accurate purchasing decisions.
- Scheduling engine to save, print, or send reports.



PURE[®]

COLLECTION

Pure Collection is a multichannel retailer, manufacturing and supplying 'The world's finest cashmere, sensibly priced and expertly crafted into beautiful, modern styles.' The brand has representation in 30 John Lewis concession stores, high street boutiques in York and Tunbridge Wells, and launched Pure Collection US in 2006.

As a brand with global supply chains, Pure Collection had a requirement for a streamlined procurement process. The brand needed to control quality while also improving profit margins and speed to market. Integrating key functions such as product concept as well as production and shipping to the appropriate sales channel as quickly and efficiently as possible were also critical requirements.

The solution: MNP's Purchasing & Supplier Management (PSM) implemented in 2014

By implementing PSMActive, Pure Collection is now able to react rapidly to changing consumer trends, improve productivity, and deliver consistent quality. Real time information ensures the entire design process is managed efficiently taking into consideration Product Lifecycles, Product Information, Workflow and Inventory Management. The introduction of an automated process has enabled buyers the flexibility to operate from any location, sign off contracts and purchase orders, make updates to estimated delivery dates, review real time sales information and replenishment as well as monitoring vendor compliance.

Key Benefits of PSMActive

- ▶▶▶ Increased responsiveness to customer needs.
- ▶▶▶ Increased customer satisfaction.
- ▶▶▶ Enhanced inventory management.
- ▶▶▶ Forecasting capability.
- ▶▶▶ Superior workflow management of design and buy processes.
- ▶▶▶ Better vendor management and tracking.
- ▶▶▶ Speed of process from order to delivery.
- ▶▶▶ Standardisation – increasing company compliance levels.

What our users think of PSMActive

The speed of purchase order creation and new product set up has vastly improved, and has therefore enabled the purchasing team the time to spend on more important non-administrative tasks.

Duncan Harrod, Harrod Horticultural.

We were impressed with the simplicity of the user interface, despite the complexity and depth available. Business analytics are available at every level of the software, so it is easy to identify issues early and report on just about anything! The support structure and staff at MNP have all been incredibly helpful from day one, and we're looking forward to further developments.

Lawrence Parr, Director, Force 4 Chandlery.

One of the key benefits of our close relationship with MNP is that we are able to get enhancements to the package delivered quickly and at a very reasonable cost.

Carl Green, Operations Manager, Harrod Horticultural.



Single customer and inventory view, scalable order automation reducing overhead. Facilitates increased accuracy improving the customer experience.



OrderActive

The OrderActive Order Management System (OMS) is designed for both single and multi-brand, multichannel businesses as well as omnichannel retailers and 3PLs/fulfilment service providers. The platform automates inventory, customer and order management, managing both centralised and channel specific inventory levels, full customer service suite with customisable fraud rules. OrderActive offers real time ecommerce and marketplace integration selling inventory efficiently; in turn leading to reduced markdowns, improved customer loyalty and lifetime transaction value.

Features

- Manages multichannel direct inventory and orders.
- Multichannel customer service suite, including automated returns.
- Processing locally, internationally and using multi-currency.
- Integrated with Magento, Salesforce Commerce Cloud, Hybris, ROC Commerce and more.
- Online marketplace interfaces – Amazon, FBA and eBay.
- Strong fraud protection rules.

A single view of supply, customer and demand across channels

The OrderActive platform delivers increased stock efficiencies and more accurate promise dates. Staff members across all sales channels, as well as customers, have access to accurate and timely information increasing customer service levels. Streamlined order processing and reduced delivery times give the customer a superior fulfilment experience.



Reduced lost sales

MNP's OrderActive offers a single view, real time inventory locator, capable of searching for an 'out of stock' item across all locations and sales channels – POS systems, ecommerce, catalogue call centres, kiosks and digital TV orders. This means that more orders can be fulfilled from internal and external inventory, wherever the customer is, providing a fulfilment option to suit – home delivery or pickup in-store.

In addition, it produces prompts and ideas for upsell and cross-sell opportunities. Clients using the system typically see sales increase by up to 5% and with better margins.

A system to suit your business now and in the future

MNP's OrderActive system is as simple or as complex as it needs to be. Beyond the core functionality it offers one of the most highly configurable 'table driven' solutions available. It can have customised functions and fields added without the need for custom coding. As an example, returns management can be instigated by online customers, call centre associates and the distribution centre team, so you truly have a system to suit your business practices.



LAKELAND

As a major mail order retailer famous for its Creative Kitchenware, Lakeland Limited understood that retail marketing was changing. Success meant connecting with the most important customer, the omnichannel shopper. Lakeland recognised that their success would continue as they further embraced their customer centric philosophy by enhancing their interactions with the customer connecting with them at any time on any device.

Lakeland acknowledged the need for a system that could manage the entire sales order cycle using real time data updates on stock, customers, and products, while also integrating with multiple channel platforms. The system needed to have the ability to cope with multi-currency, multi-courier, multi-language, as well as deal with multi-tax calculations for international expansion. Lakeland also wanted an intuitive system that enabled the customer service team to access customer information, improve interaction with the end user, and allow sensitive data capture used for marketing strategy.

The solution: MNP's Order Management System (OMS)

Since the introduction in 1999, Lakeland has experienced 10%-20% year on year growth and invaluable time saving efficiency through automated processes. Lakeland now boasts 69 Retail Stores, over 7000 products, produces 18 catalogues per year mailed to over 1million customers, and dispatch over 10,000 orders per day. MNP's OMS is also enabling the means for future growth focused on International expansion with exposure to European markets and the US.



Key Benefits of OrderActive

- ▶▶▶ Excellent inventory usage and accurate projected delivery dates.
- ▶▶▶ Provides prompts and ideas for upsell and cross-sell opportunities.
- ▶▶▶ Accurate information available to customers giving a seamless fulfilment experience.
- ▶▶▶ Stock turnaround time reduced, unit margin increased.
- ▶▶▶ Accurate management of inventory allowing fulfilment or order from internal and external stock locations.
- ▶▶▶ Scalable and customisable with additional plugins.

What our users think of OrderActive

MNP reduced our headcount, overhead cost and lead times while increasing our accuracy and improving our customer service. Importantly, this investment also gives us a very scalable basis to grow on.

Geoff van Sonsbeek, Strategy and Operations Director, Isabella Oliver.

What I really like about MNP's order management system is that it's a 'self-service'. Once you are set up you can largely look after yourself and not be reliant on external help, it's all very self manageable.

Ecommerce Director, L.K. Bennett.

I don't have to look at yesterday's information. I can find out now how much stock I have got in the system or can find out how much is queuing up in the various areas. Real time information allows you to assess operational risks, prioritise your tasks and resource manage on an hourly or day-to-day basis.

Managing Director, Duo Bootmakers.

The warehouse management system designed for multichannel direct and omnichannel retailers. Minimises inventory holding by managing consumer orders as well as store shipments with a shared inventory pool.

WMSActive

MNP's warehouse management system is designed to flexibly support direct-to-consumer omnichannel retailers that ship non-grocery product anywhere in the world. Strongly supporting bulk inbound and outbound orders, WMSActive equally supports both store and direct-to-consumer fulfilment as well. The system also enables users to control multichannel inventory to meet commitments from catalogue, ecommerce, marketplaces, and stores while easily allowing for inventory movement between each channel as needed. With automation applied to meet your operational needs, WMSActive streamlines your workflows freeing personnel to be more productive enabling the company to be more profitable, while also providing detailed reporting to manage the business to meet customer demands.



Features

- Intelligent business logic for put-away and pick path definitions increasing availability.
- Automated task allocation to user assigned categories keeps employees actively processing requests.
- Supports paper based processing as well as wireless terminals, or a mix of both during unexpected growth.
- Definable pick-run manager to provide greater control over order fulfilment processing.
- Real time integration to support full omnichannel goals including direct ship, click & collect, ship from store, return to store, and stores as remote warehouses.
- Scalability: Grow from start-up to needing multi-client and multiple physical or virtual warehouses, all with flexible, unique configurations.
- Supports necessary warehouse requirements: Complex picking strategies, back and future orders, returns, directed put-away, automated replenishments, physical inventory and cycle counts.
- Improved customer service from faster turnarounds and reduced order errors driven by pick and pack verification.
- Detailed labour and process tracking to help ensure service level agreements are met.
- Detailed, customisable reporting (Crystal Reports™) providing real time data driven actionable insights.



Established over 35 years ago, Force 4 Chandlery is a speciality retailer of Marine supplies and sailing equipment with a strong online presence as well as bricks and mortar stores in Bristol, Poole, Cardiff, Plymouth, Swansea, Chichester, Lymington, Bursledon, Swanwick and The Hamble. An existing client to MNP using our Order Management System (OMS), Force 4 began expanding. Soon growth yielded larger order volumes requiring a more sophisticated order fulfilment system.

Force 4 needed an advanced Warehouse Management System capable of supporting both store and consumer direct fulfilment with local and international shipments using various couriers, as well as multichannel platforms. Additional required features included shared stock receiving, directed put-away, bulk storage and channel specific pick, pack and ship processes. And like any business, they wanted a system that would ensure efficient utilisation of resources including personnel, equipment, storage, and inventory.

The solution: MNP’s Warehouse Management Software (WMS) implemented in 2015

MNP’s WMSActive was implemented to further enhance Force 4’s existing OrderActive order management system bringing the introduction of handheld barcode scanning devices which improved efficiencies while also reducing errors. Force 4 streamlined picking, barcoded pack confirmation, capitalising on real time inventory allocation, while also gaining benefits from stock locations for batch and bulk storage, scheduled cycle counts, sensitive task run management, and intelligent KPI reporting. WMSActive yielded more efficient staff, increased profitability by streamlining operations, and happier customers as a result of real time data for product availability and quicker order dispatch times.



Key Benefits of WMSActive

- ▶▶▶ Reduced inventory holding and system costs.
- ▶▶▶ Scales from a single site, simple operation to multiple warehouse locations.
- ▶▶▶ Increased availability of inventory.
- ▶▶▶ Easily handles complex picking strategies, back and future orders and customer returns via handheld terminals.
- ▶▶▶ Actionable insights and easy to use system.
- ▶▶▶ Resources available are used and managed with increased efficiency.
- ▶▶▶ Enables orders to be batched up and collated for release based on priorities and customer demands.
- ▶▶▶ Superior levels of customer service.

What our users think of WMSActive

MNP has been with us throughout our journey and our relationship with them has been one of the major factors that has underpinned our strong growth.

Robin Horsell, Co-Founder, Schoolblazer.

MNP’s Retail platforms provide real time information on Duo’s operations. Real time information allows you to assess operational risks, prioritise your tasks and resource manage on an hourly or day-to-day basis.

Managing Director, Duo Bootmakers.

The warehouse management system designed for third party logistics providers, fulfilment companies and retailers.

Manages multiple clients on one system, each with their own workflow, customers and products.

WMSActive 3PL

MNP's warehouse management system, WMSActive, is designed to flexibly support third party logistics (3PLs) and order fulfilment service providers that ship non-grocery product anywhere in the world. We understand your business goal is to typically grow your client base and our WMS was designed to address this from both a feature and licensing standpoint.

A key strength of the system is the core support for client driven configurations, easily allowing any 3PL to ramp up new customers while offering each, unique configurations to meet their needs. Your growth will be amplified by utilising the means to customise WMSActive to meet very specific client demands including inventory control, workflow, and documentation.

Strongly supporting bulk inbound and outbound orders, WMSActive equally supports both store and direct-to-consumer fulfilment enabling you to assist in meeting your clients' omnichannel ambitions. The system also enables multichannel control per client for inventory to meet commitments from catalogue, ecommerce, marketplaces and stores while easily allowing for inventory movement between each channel as needed.

With automation applied to meet your operational needs, WMSActive streamlines your workflows freeing personnel to be more productive and enabling the company to be more profitable, while also providing detailed reporting to manage the business to meet customer demands. Built with configurations optimising best practice and flexibility it ensures the efficient use of resources with the distribution operation including people, equipment, inventory and space.

Features

- Intelligent business logic for put-away and pick path definitions increasing availability.
- Automated task allocation to user assigned categories keeps employees actively processing requests.
- Supports paper based processing as well as wireless terminals, or a mix of both during unexpected growth.
- Definable pick-run manager to provide greater control over order fulfilment processing.
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Hallmark Consumer Services is an Ecommerce Fulfilment Solutions Company. A family run business, established in 1992 they work with well established brands in the retail and leisure sectors. Experts in reliability and efficiency, Hallmark allow retailers to outsource the complete warehouse, distribution, and customer service needs.

Hallmark required a sophisticated warehouse operating system that had the capability to deal with multiple clients across multiple channels simultaneously, yet flexible enough to deal with various local and international shipping couriers, and support multiple currencies. Hallmark was also in need of a system intelligent enough to deal with large volumes of orders concurrently.

The solution: MNP’s Warehouse Management Software (WMS) implemented in 2003

MNP’s WMSActive, coupled with handheld barcode scanning devices for picking, barcoded pack confirmation, real time inventory allocation, stock locations for batch and bulk storage, scheduled cycle counts, sensitive task run management, and intelligent KPI reporting gave Hallmark the capacity to deal with multiple client orders at the same time. The system also improved efficiency, reduced inventory stagnation, streamlined resources and accuracy whilst maintaining excellent standards of customer service.



Key Benefits of WMSActive 3PL

- ▶▶▶ Reduced inventory holding and systems costs.
- ▶▶▶ Enhanced customer service.
- ▶▶▶ Better availability.
- ▶▶▶ Technology to expertly manage your customer’s merchandise.
- ▶▶▶ Actionable insights and easy to use system.
- ▶▶▶ Put-aways are more efficient through use of handheld barcode scanners.
- ▶▶▶ Enables orders to be batched up and collated for release based on priorities and customer demands.

What our users think of WMSActive 3PL

A conservative estimate is that we have reduced our total costs by 5-6 per cent. More importantly, we have an IT infrastructure which is proving to be very powerful in attracting new clients.

Chris Hall, Founder and Chairman, Hallmark Consumer Services.

MNP’s software has grown as we’ve grown from humble beginnings. MNP have been with us from the start of our journey and have progressively developed their systems in line with our clients and their customers’ needs and expectations.

Phillip Hall, Managing Director, Hallmark Consumer Services.

A flexible framework that facilitates customisable departmental, operational workflows and presentation of aggregated real time data for informed decision making.

IntraActive

Businesses today need a flexible IT infrastructure while avoiding steep development costs, yet we at MNP rarely meet a client wanting to conform to an out of the box solution. MNP's IntraActive module coupled with the ActiveSeries solution suite offers both advantages. The module provides a mobile supported, browser based flexible framework that facilitates customisable operational workflows and dashboards that aggregate real time data for informed decision making.

Running on MS Internet Information Server, the solution facilitates custom workflows alongside the existing plugin modules available. IntraActive can enhance communications for internal purposes, such as cross-department, or as a way to assist in managing stores. It can also provide external access to data for 3PL clients, suppliers, or drop-shippers. In all cases, users will have access to real time data for optimum decision making.

MNP's IntraActive module delivers operational gains with new levels of insight, actionable data to drive sales, improve the customer experience, and move inventory for optimal efficiencies.

Features

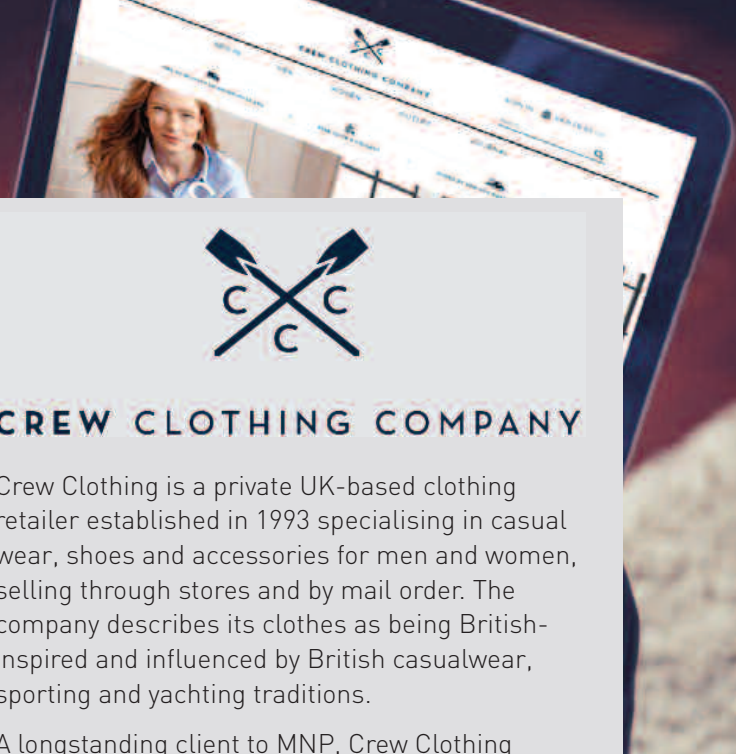
- Rich multi-faceted product search (inventory level queries, transaction history, descriptions, images, or any other data that exists within the ActiveSeries system).
- Real time reporting – this could be for stores, for 3PL customers, for interdepartmental data sharing.
- Images can be uploaded along with delivery compliance reports on either a PO level or SKU level.
- Full visibility of a customer's last mailing and the last two marketing emails that they were sent.
- Can store word/excel documents, images, HTML articles and contract information.
- Department/companywide calendars, including resource sharing, and email alerts.
- Employee portal/calendar manager.
- Front page is configurable per department to have news alerts/key documents listed.
- Custom forms can be defined for capturing specific data.
- Items can be posted as news, with RSS feeds and a system tray alert mechanism.



Omnichannel retailer specific functionality:

- Use StoreActive add-on module providing employees with a mobile tablet solution to take orders in-store while enabling upsell/cross sell opportunities.
- Ability to fulfil click & collect orders keeping the business at the forefront of omnichannel thinking.
- Detailed vouchers lookups and redemption.
- A portal to offer and take customer surveys in-store.
- Manage store inventory counts, adjustments with minimum/maximum screens and price checks.

For companies seeking a competitive edge, IntraActive's access to real time data is the first step to establishing new opportunities to improve daily operations and systematically creating a better customer experience. With IntraActive your business is enabled with a framework to provide maximum flexibility to meet your custom demands.



CREW CLOTHING COMPANY

Crew Clothing is a private UK-based clothing retailer established in 1993 specialising in casual wear, shoes and accessories for men and women, selling through stores and by mail order. The company describes its clothes as being British-inspired and influenced by British casualwear, sporting and yachting traditions.

A longstanding client to MNP, Crew Clothing developed a requirement for an Intranet Web Platform to allow 'Click & Collect' across 78 stores. The in-store facility would allow confirmation of orders received, confirmation of orders collected, and the functionality to further email the customer should they fail to collect within a given time frame.

The solution: MNP's Intranet Platform (IntraActive) implemented in 2016

Click & Collect is now available across all stores, with email communication to the customer when available to collect and an automated time lapse for none collected orders keeping control of stock availability. Increased sales online and in-store have been fundamental since the implementation of IntraActive because of direct improvements to the omnichannel shopping experience.

Given the modules near unlimited capabilities, Crew Clothing plans to expand on their IntraActive implementation to include features such as; secure internal communications, detailed reporting, marketing campaign tracking, access to gift vouchers, and real time access to inventory management that includes store replenishment and returns.



Key Benefits of IntraActive

- Optimise business processes involving ActiveSeries Suite with custom features that have endless potential.
- Web Based Front End – Accessible from most web browsers including mobile devices.
- Quick development turnaround for new custom features and workload.
- Real time reporting.
- Intranet in store tablet functionality for vendors and capture orders in-store.
- Can make use of custom forms to capture specific data.

What our users think of IntraActive

IntraActive enables users in our stores to provide a more seamless level of 'in store' customer service, it also helps our merchandising team to have one system to manage store stock and generate store replenishments across all our retail channels performing tasks such as; setting up min/max profiles for each store, creating store pick tasks in our warehouse to replenish stock in each store and managing concessions like John Lewis and Boundary Mill to provide visibility of our in-store stock levels.

Paul Nice, IT Manager, Pure Collection.

The Lakeland intranet (IntraActive) is an easy configurable view on our business data designed to present essential business information to users throughout the company in a format optimised to suit their needs. Enhanced to allow user interaction and automated workflow for use in key business processes such as stock count, store replenishment, click & collect and franchise ordering.

Gary Marshall, Director of Operations, Lakeland Limited.



MNP accelerates your implementation, delivers added value and reduces risk.

“Business people that make software work for you.” Susan Johnson, Founder, Bella Di Notte.

Implementation

Utilising our experience and omnichannel knowledge, our people spend time on site working with your team to understand both your day-to-day business operations as well as intended future goals. As part of a thorough needs analysis we not only capture the necessary requirements for a proper configuration of the ActiveSeries system, we also help identify areas of improvement. Collectively this process helps generate quick and positive returns on investment while meeting your business goals.

Our overall workflow is successful due to:

Our People:

- A business analyst and project manager to perform the business requirement meeting.
- A proactive and dedicated technical team supplying the end-to-end delivery across a single or multiple phase implementation.
- Trainers that ensure your team is comfortable with the system.
- A quality technical support team to quickly resolve issues, increasing confidence, and giving assurance to the end user of the new platform.
- Ongoing client engagement to ensure the users of the platform are fully aware of the functions that will add further value to the operation and growth of the business.

Our Process:

- Initial Needs Analysis.
- Full documentation and mutual agreement via the Project Initiation Document (PID) which details the deliverables and expectations of the software platform including:
 - All modules and services
 - Project timelines
 - All interdependencies
 - Terms & Conditions of Implementation.



- System installation and configuration.
- System training.
- Guided User Acceptance Testing (UAT).
- Go Live with on site support.
- Post Go Live support and review.
- Transition to tech support team coupled with ongoing client engagement.



What our people think

Project management is critical to derisk a system migration, the process helps ensure expectations are managed throughout the implementation process.

Sarah McLellan, Program Manager.

Our Technical Support team are on hand to provide expert assistance in a professional but personal manner. All issues are treated with care and dignity to ensure a swift resolution with a high degree of feedback transmitted to you the client.

Yusuf Joomun, Technical Support Manager.

Ongoing Support

MNP has a Technical Support Charter which our department applies to the services provided and manages a Support Feedback process. Listening to how we have performed enables us to adapt and evolve the support services offered. Our aim is to provide a personal, robust and friendly service.

The pre-go-live UAT Testing period is critical and the point at which we set up and demonstrate the newly configured system and show how it will work. Any snags or unforeseen glitches can be jointly identified and the system promptly tweaked. We can also integrate legacy or existing systems and carry out customisation as required.

Our skilled data migration team will work with you to ensure a seamless changeover from existing systems, yielding a successful implementation.

Pre and post go live training support is provided through a range of courses and user manuals, although we design systems to be as intuitive and easy to use as possible.

MNP offers ongoing support and our aim is for new clients to rapidly achieve superior, sustainable results. Following 'go live' we provide:

- A dedicated, customer-focused support team to give a quick and efficient fault-finding process and rapid resolution. Our clients say our support team is one of the best in the industry.
- Collaboration to ensure the platform's functionality is fully exploited as a business grows and to realise the return on investment.



“Look after the customer and the business will take care of itself.” Sam Rayner, Chairman, Lakeland Limited.

Client Engagement

Our client services team has a wealth of expertise and knowledge that can add value to your ambitions. A critical part of getting the most out of a new system is for the supplier to engage with the users in a sincere and positive way. The quicker we get to know a business and understand its strategic objectives, the quicker we can advise where our system can provide opportunities for growth.

This is part of our core strategy to ensure continuous benefit is driven from the solutions we implement.

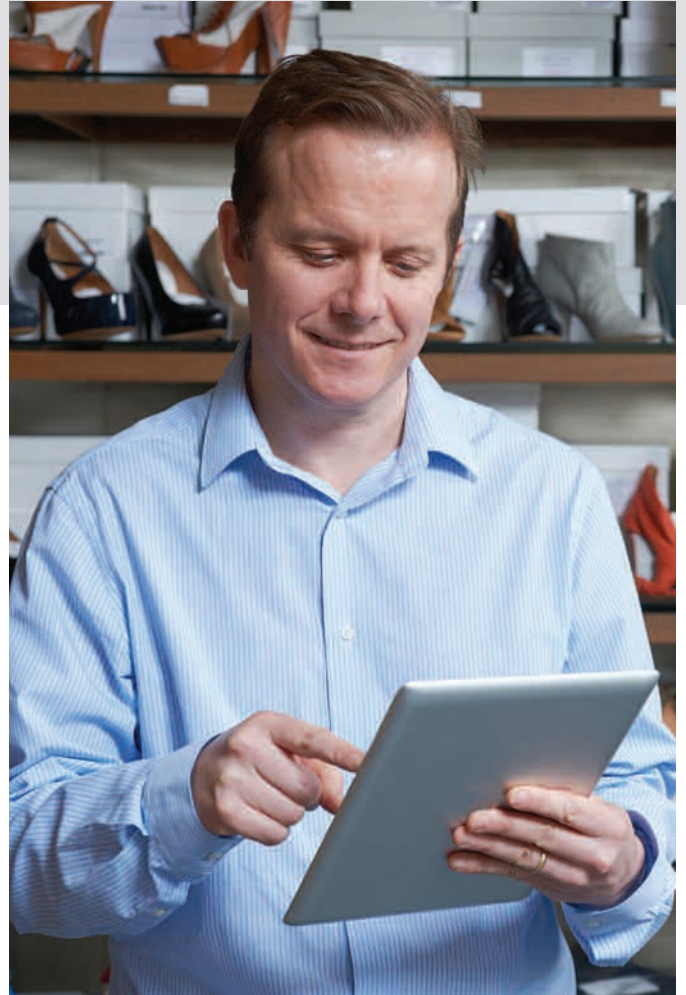
Experienced people from MNP meet regularly with our clients to discuss challenges, opportunities and business differentiators. We are always seeking to do more than solve immediate business issues using our experience and creativity that provide solutions to problems. This is where the true value of MNP is added as our team keep on making improvements specific to each business, guaranteeing that our platforms evolve as companies grow.



What our people think

What sets MNP apart is our client engagement programme. We are people-people that are passionate about growing our client's sales and profitability, our proven results speak for themselves. We adapt, evolve our software solutions and services to support our client's ambitions.

Laura Safe, Head of Client Services.



MNP's Client Services team has very knowledgeable members who really understand omnichannel retailing. Combining effective project management to reduce risk and enabling us to suggest actions that will support current and future plans. We will:

- Provide updates on innovation within our industry;
- Share, where applicable, client delivered projects that add value;
- Provide information on the latest modules and services that are tried and tested for rapid deployment;
- Receive feedback for the platform, support and services provided;
- Follow up client engagement action points after EVERY meeting and measure progress for the next meeting;
- Give our ongoing commitment to research and development incorporating the demands from our client base, and to future proof our solutions.



GET IN TOUCH


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