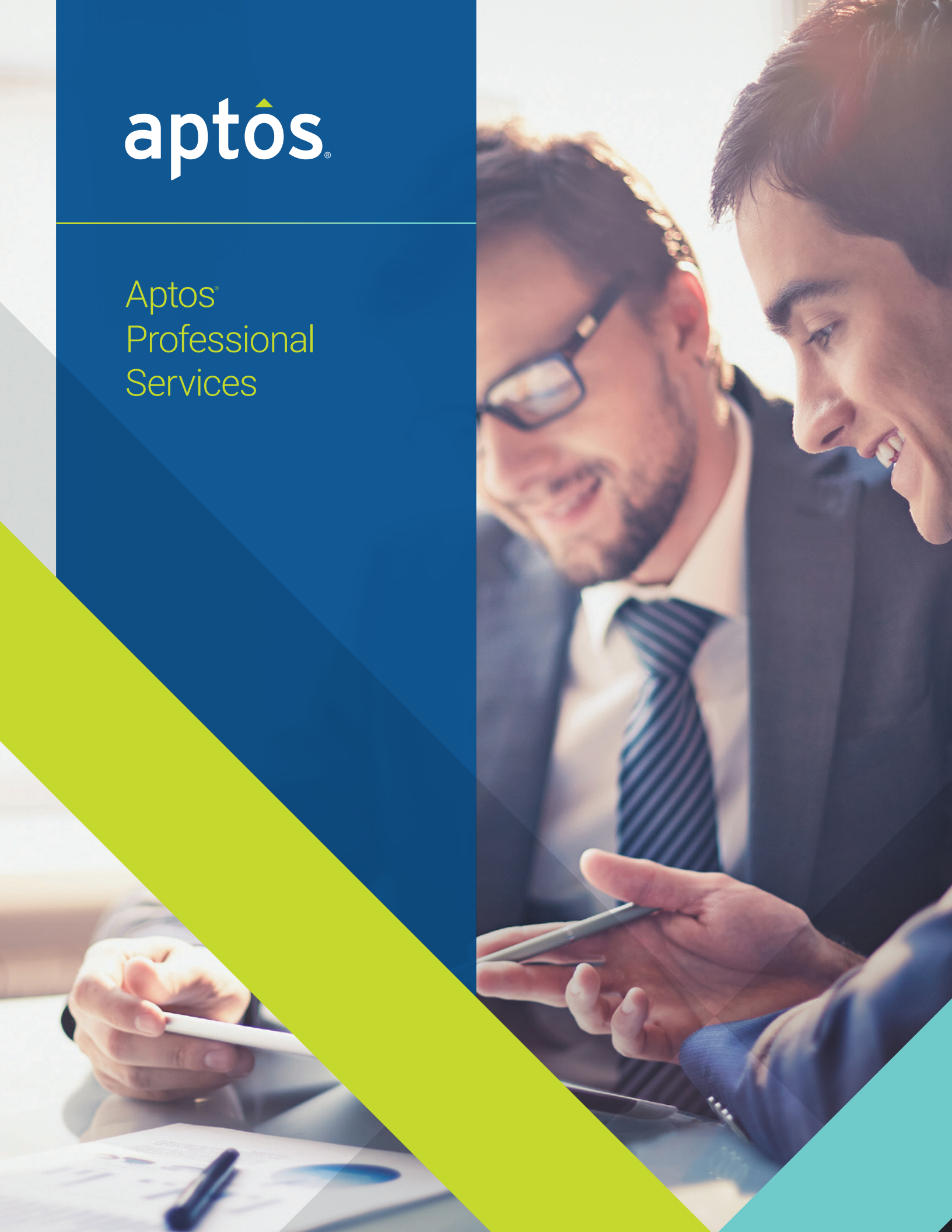


aptos®

Aptos®
Professional
Services



Aptos: Engaging Customers Differently

To succeed in today's demanding retail environments, you must be able to fully understand your customers; to profitably align your offerings with their traits and preferences in every channel and touchpoint; and to support rich, effortless, customer-centric shopping journeys.

Aptos delivers that advantage to apparel, footwear, specialty and general merchandise retailers. Our singular retail platform and innovative Cloud solutions unify complex omni-channel environments with the power of one product, one customer and one order, plus advanced analytics and data management, to enable seamless customer experiences and optimized management of your entire enterprise.

The Aptos retail suite includes:

- Store / Mobile Store
- Enterprise Order Management
- Digital Commerce
- Customer Relationship Management
- Merchandising Suite
- Merchandise Lifecycle Management
- Audit and Operations Management
- Analytics
- Professional Services and Support

Yet the Aptos advantage is about far more than just our solutions. We leverage more than 45 years of best practices; utilize the Cloud to drive efficiency, productivity and growth; support our clients through collaborative, long-term partnerships; and link our compensation directly to your satisfaction. In all these ways and more, we engage customers differently for superior results.

#1

Vendor for Tier 1*

1300

Retail Specialists

1000+

Retail Brands

130

Websites

130K

Stores

\$570B

Annual Revenues
Managed

*RIS Leaderboard

Aptos Professional Services

Comprehensive services to get you going quickly and keep you running continuously at peak performance.

Aptos is committed to providing you with consistent, long-term value. Our Professional Services and Support teams—from Account Executives and Managers at the center of your Aptos partnership to the Project Managers who direct your implementations to the Business, Solutions and Technical Analysts who align your solution perfectly with your operations—deliver a comprehensive range of services to ensure that your solutions perform as promised and expected for as long as you choose to depend on them.

Implementation Services

Aptos implementation services leverage structured teamwork and unsurpassed expertise to get you up and running smoothly, quickly and correctly—in your head office and stores, anywhere in the world. We will work with you step by step to:

Initiate with a clear, specific and mutually agreed delivery plan

Build by installing your solutions, converting data, ensuring integrations and creating a cutover plan

Test to make sure your solutions work as intended, with functional, integration and readiness testing and super-user training

Bring you live with a seamless transition, including a smooth cut-over and deployment and complete end-user training

Transition you smoothly to customer support

Hardware Sales & Services

Aptos will procure, stage, deploy and support your retail hardware to ensure maximize lifetime value. We source and provide store and head office hardware from the industry's top brands, and our well-established relationships and buying power ensure highly competitive terms.

We integrate our software solutions with your hardware to ensure they are assembled, configured, personalized and tested to perform exactly as intended. Store hardware deployments are managed end-to-end by a designated installation support services team. Your registers and

devices are staged in a secure facility, delivered to each location on an approved rollout schedule, then deployed on-site by trusted, fully managed technicians.

To maintain your hardware in peak operating condition we offer a variety of service

agreements, including Total Care with on-site service, Advance Exchange which reduces costs via remote service, as well as Warranty Management services—all of which can be customized to suit your needs.





Support Services

Aptos' professional support teams stand ready to troubleshoot and resolve any issues that may arise, quickly and effectively. You'll meet them early in your implementation and work closely with them to ensure a smooth transition once your systems are live.

If you encounter any issues, you can log incidents, provide information, track progress and run reports through our

online portal. After reporting an incident you will be connected to our Rapid Response Team, which quickly distinguishes issues that can be resolved directly (more than 65%) from those that require further investigation.

More complex or mission-critical issues will be escalated to the Incident Management Team without delay, with the engagement of Aptos managers and an "all-hands-

on-deck" response. This team works on your test or live system via remote communications software to determine the probable underlying cause and identify a fix or operational workaround in the shortest possible time.

Store Services

Aptos Direct-to-Store support gives your store personnel immediate assistance during store open hours via a direct line to our solution experts, who are backed by in-depth acquired knowledge of your operating procedures. Our professionals will quickly investigate & troubleshoot reported issues and provide resolutions or

workarounds as needed. With Direct-to-Store Support you get:

- ▶ One number to call for all your store operational requirements
- ▶ Multilingual, 24/7 coverage for all support requirements
- ▶ Technical & procedural software support

- ▶ Hardware & third-party application support

We can also create a customized service that combines all your store software and hardware service help desk and maintenance under one end-to-end SLA.



Cloud Services

Keeping up with the complexity, volume and pace of change has become a permanent part of the retail landscape. Deploying your solutions in a cloud environment, partnered with managed services, will give you the agility and flexibility to meet today's demands and jump on tomorrow's opportunities.

Aptos is the premier retail Cloud provider. With Aptos, you get:

- A Singular Retail platform to unify your retail environment
- The industry's most advanced solutions—from one trusted provider
- Dedicated infrastructure exclusively for your business based on a single-tenant model
- A faultless delivery record with fast implementation—for better, faster ROI
- Management, and support of all infrastructure and applications

Solution Services

Aptos Solution Services let you realize the full value and potential of your licensed Aptos CRM or Loss Prevention solution by augmenting your own in-house resources or expertise.

CRM Services can help with in-depth customer segmentation, campaign strategies, loyalty program design and management, database hygiene, reporting, training and more.

Loss Prevention Services ensure that your LP program functions correctly by aligning exception rules and reports with your business processes, managing your settings to accommodate change, auditing your LP data, presenting key leads for follow-up and providing strategic advice.



About

Aptos: Engaging Customers Differently

Aptos is the largest provider of enterprise software focused exclusively on retail. Our cloud-based Singular Retail™ solutions are trusted by over 1,000 retail brands in 55 countries. With industry-leading omni-channel commerce and merchandise lifecycle management solutions, we help retailers develop dynamic and responsive assortments, streamline operations and deliver integrated, seamless experiences...wherever shoppers choose to engage. More than 1,300 colleagues share our collective passion for engaging customers differently, and we are committed to developing relationships built on trust and tangible value by partnering with our clients to create agile retail enterprises that are built to thrive in an era of constant change. Learn more: www.aptos.com.

Contact

1-866-880-4200

info@aptos.com

www.aptos.com

[linkedin.com/company/aptos-retail](https://www.linkedin.com/company/aptos-retail)

twitter.com/aptos_retail

[facebook.com/AptosRetail](https://www.facebook.com/AptosRetail)

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Offices

NORTH AMERICA

Atlanta, GA - Global Headquarters
945 East Paces Ferry Road, Suite 2500
Atlanta, GA 30326 USA
+1 866 493 7037

Columbus, OH
400 Venture Drive
Lewis Center, OH 43035 USA
+1 614 840 1400

Montreal, Canada
9300 Trans-Canada Hwy, Suite 300
Saint-Laurent, QC H4S 1K5 Canada
+1 514 426 0822

Monterrey, Mexico
S. de R.L. de C.V., Boulevard Constitucion,
#2100 piso 14, oficina número 4
Col. Santa Maria, Monterrey NL
64650 Mexico
+52(81) 8526 1145

EUROPE

Marlow, UK
Marlow International
Parkway, Marlow
SL7 1YL UK
+44 (0)1628 362252

West Bromwich, UK
Sandwell Business Centre
4th Floor, 1 Providence Place
West Bromwich, B70 8SZ UK
+44 (0)8708 506880

Milan, Italy
Via Frigia
27 20126 Milano, Italia
+39 02 25771.1

Paris, France
39, rue Saint-Lazare
75009 Paris, France
+33 1 55807940

Chemnitz, Germany
Neefestrasse 88
09116 Chemnitz, Germany
+49 371 4 00 13-0

ASIA

Hong Kong
22nd Floor, Tai Yau Building
181 Johnston Road
Wanchai, Hong Kong
+44 116 239 1610