## **Delivering Trust!**

Delivering 1

Delivering to an online world...



#### Paradigm shift in traditional retailing





#### Paradigm shift...continued

Your customer – ever more engaged online

- From 1.6 billion to over 5.6 billion smartphone subscriptions by 2019
- "Showrooming", "Webrooming" and "e-shopping"
- Omni-channel shoppers spend between 15 and 30% more than traditional shoppers
- Brick and mortar stores the experience



### **Charles Darwin's theory**

**Adapt** 

or

Perish



#### Threat? Or Opportunity?

- Probably a threat to traditional retailing
- In-store customer experience is hard to replicate online
- Technology shifts are moving towards sophistication
- **Customers embracing technology (even locals)**
- **Webrooming and showrooming**
- **W**Global marketplace
- **W**Business model (margins, inventory holding)



#### Embracing change – 3 core functions

- A seamless e-commerce platform that integrates in-store and online offers of your catalogue
- A safe compliant payment gateway accepting major credit and debit cards, with a sponsoring bank providing a merchant account that least disrupts your cashflow (by withholding chargeback monies)
- A predictive and responsive logistics provider to deliver your online sales to your customers, locally or worldwide.



#### Bridging your gaps

**Shared e-commerce platforms** 

**Trade finance** 

**Managed warehousing** 

Interface with logistic partners



#### Innovation towards the evolution of our solution

**Experience in export** 

**Coverage of our network** 

**W**Dedicated partners abroad

**\\\\** Capacity to innovate

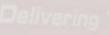
**N** Propensity towards investment



#### **Predictive logistics - The process**











#### The process behind the process

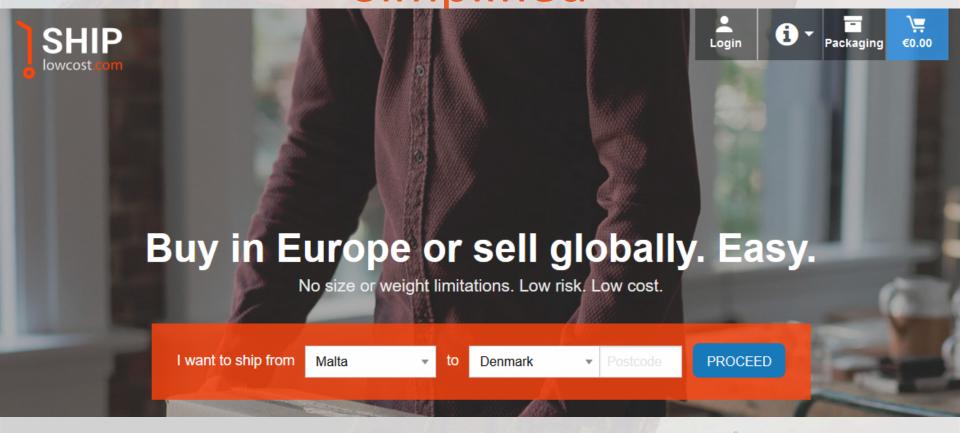








# The Process behind the process Simplified





#### **Key Results Areas**

- Automated communication with logistics platform
- Rule-setting for automated selection of logistic partner
- Picking, packing and delivery
- **Tracking**
- III Full satisfaction of customer
- **M**Affordability
- **Trust**



