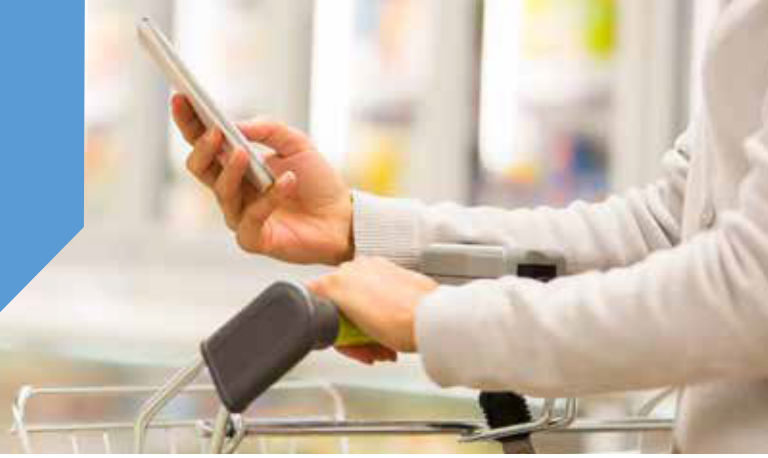


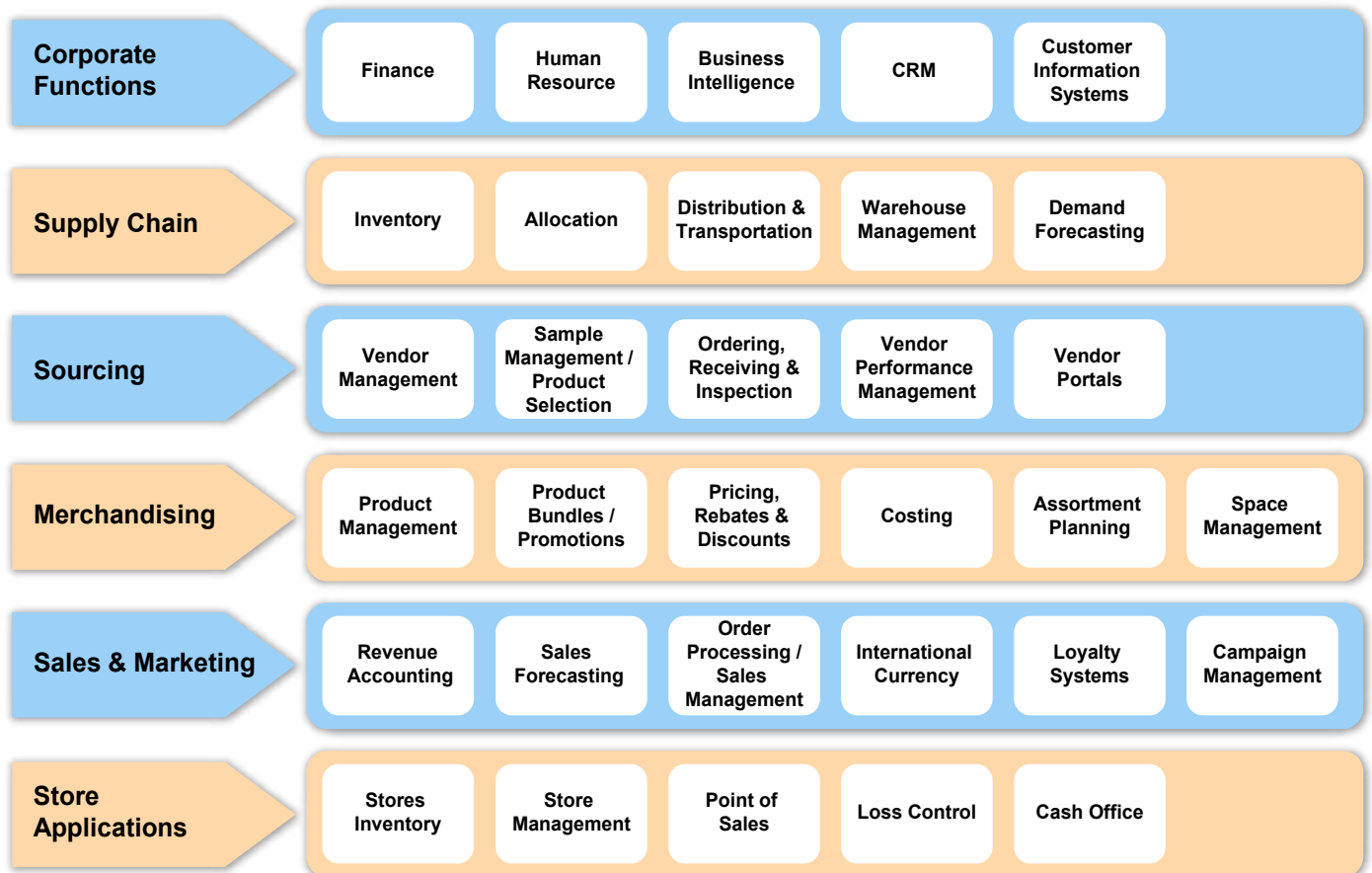
Retail



Bridge Consumer - Retailer Gap and Serve Consumers Better with Digital Transformation

Digital disruption is transforming the retail landscape by triggering immense changes in consumer preferences and expectations and inducing significant consumer-retailer gap. To manage digital disruption, bridge consumer-retailer gap, match the digital preferences and expectations of customers, and improve customer centricity / experience, retailers need to have deeper understanding of customers' preferences and expectations. Therefore, this requires retailers to reimagine, reinvent, and rethink retail.

HTC has extensive experience in providing innovative, cost effective, and customized IT services and solutions to leading global retailers. Our IT offerings empower retailers to manage digital disruption and serve customers better by streamlining operations, enriching shopping experience, improving sales, increasing productivity, and revenue.



Reimagine technology to accelerate your business



HTC's IT Service Offerings

- **Master Data Management** - permits you to provide personalized offers and services to customers with a 360 degree view of their shopping patterns and preferences
- **BI & Analytics** - enables you to prepare, analyze, and visualize big data to find purchase behavior patterns of customers and maximize your profit
- **Supply Chain Integration** - helps you realize seamless retailing with real-time visibility and returns management to optimize product availability and increase profitability
- **Analytics** - provides insights about customers, enables analysis of customer preferences, anticipate changes, personalize communications and offers, and maximize customer delight
- **Application Development, Maintenance and Support** - develop innovative, cost effective, and customized IT services and solutions at lower TCO
- **Legacy Modernization and Support** - helps overcome technical and business challenges of legacy systems – transforms legacy to contemporary and future ready
- **Mobility** - customized mobile applications to meet your customers' mobile demands - provide better shopping experience with quick access to products, and secure transactions
- **ECM / BPM** - quicker access to information for improving processes, knowledge management, and information sharing to meet market demands - building business process for enabling smart decision making in conjunction with content management
- **Infrastructure Management Services** - flexible and cost-effective IT infrastructure services that maximizes value from infrastructure for achieving desired business outcomes

HTC's IT Solutions

- **Online Stores** - improves cost competitiveness and customer engagement with new business models
- **Contractor Management System** - equips you to manage the entire contract lifecycle by automating the entire processes
- **Sales Order System** - streamlines and automates sales orders from order to cash by recording, validating, and fulfillment processing
- **Vendor Management** - streamlines and automates order processing for quick placement of orders
- **Sales Analysis** - addresses product margins, better customer targeting and personalized outreach, product mix at store level, data driven decision making around pricing, and return on marketing investment
- **Procurement Management** - ensures delivery of goods and services to customers and streamline processes and people saving time and money
- **Merchandising Management** - controls and executes day-to-day merchandising activities - purchasing, distribution, order fulfillment, and financial close
- **Purchase Management** - automates and monitors the entire procurement process / purchase workflow from requesting to receiving goods with appropriate alerts

About HTC:

- Extensive experience in providing cost effective and innovative IT and Business Process Services and Solutions across domains for global customers since 1990
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001, and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms, and domains



HTC Global Services

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