



Retail Point-of-Sale Transformation at Omring

Eposly customer success story



Omring was looking to modernise with a mobile sales solution on Salesforce



Omring is a provider of healthcare services to the elderly and infirm.

- Retail sales of healthcare mobility aids.
- 5 Stores locations in the Netherlands.
- 1300 employees
- 35 Retail store staff
- Sales processes
- Rentals and returns processes
- Turnover > €120m

Omring was looking to modernise sales and rental operations

- Improve customer experience with mobile point-of-sale, to make sales easier for their elderly customer base
- Modernise retail operations
- Enable accurate tracking of Rentals.
- Provide accurate and real-time management visibility.
- Run the business on Salesforce.
- Fully translatable POS interface

Customer solution

Retail Point-of-Sale

Eposly - the Point-of-Sale for Salesforce

Eposly provides the only fully native POS system built on Salesforce Core Platform

Mobile iPad based retail Point-of-Sale

Eposly is mobile first, allowing store staff to interact with customers anywhere in the store.

Enterprise Service Cloud licenses for 35 front of house store staff.



Key use cases

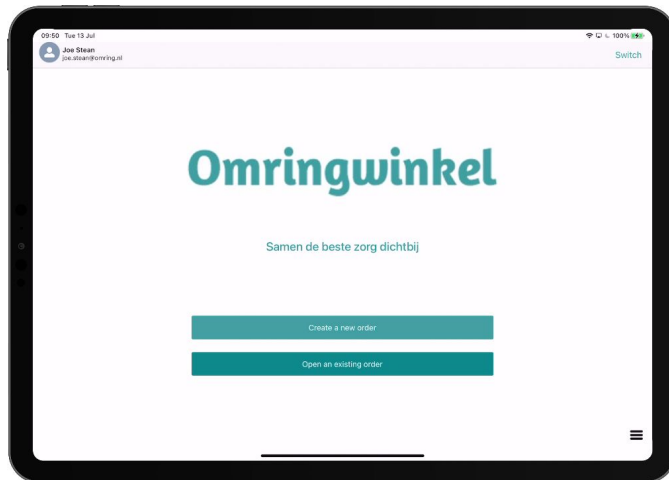
- Capturing customer and rental information
- Generating sales orders
- Creation of rental orders with initial price calculations
- Managing the rental return process with final payment and price calculation.
- Ability to sell anywhere in the store, to more easily serve their mobility impaired customers.
- Real-time inventory and stock level view of sales and rental items.
- Bespoke printed invoicing.

Salesforce first and mobile centric point-of-sale

salesforce

Salesforce and mobile point-of-sale interface.

Eposly mobile app is highly brandable and translatable, it enables intuitive customer experience and user experience.



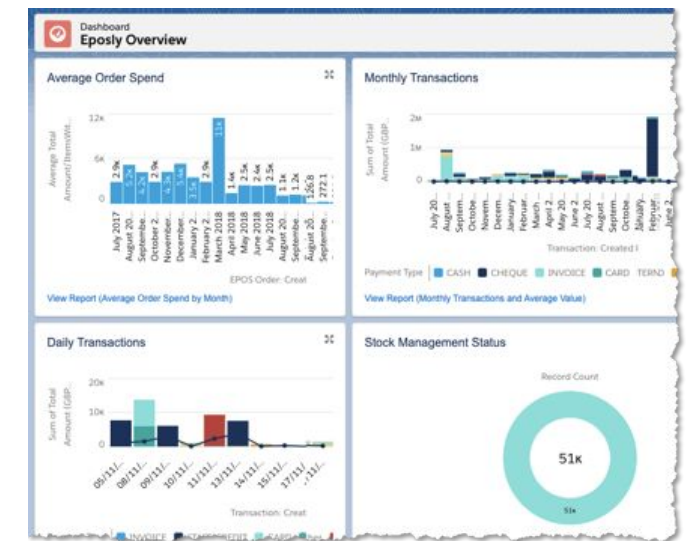
Integrated Payments

To enable a streamlined retail interactions, payments are taken via integrated services anywhere in the store.



Realtime management information

All customer interactions, payments, order updates and kpi's are available on demand to management.



The transformation enabled a full retail migration to Salesforce at Omring



100%

accuracy of
rental and
sales goods
inventory levels



80%

increase in
rental pricing
accuracy



8.5%

increase in
sales 2020

Thank You

