

# Radial Reporting and Analytics

## Gain a better understanding of your overall order operations to make impactful changes

**AS SHOPPERS** become accustomed to more convenient ordering and delivery options, retailers must quickly adjust their processes to meet those consumer habits. But what retailers are finding is that supporting all these options is complex and costly, and a lack of a combined understanding of their order operations is hurting margins. For many retailers, data is siloed across the organization, and no one has the complete view needed to proactively adjust operations to improve profitability or the customer experience. With visibility to all order operations data, companies can see an 8%-10% increase in profits.<sup>1</sup>

Radial's Reporting and Analytics helps retailers optimize their order operations with a holistic view of their organization by providing insights into cross-business intelligence with easily accessible reports and dashboards. Radial customers are gaining profitable insights into their order operations to achieve a range of goals:



### **GAIN VISIBILITY**

of your entire order operations, enabling proactive changes that improve margins and reduce customer churn



### **INCREASE SALES**

through insights gained from data about all your retail operations



### **RECEIVE PROACTIVE ALERTS**

regarding any order operation that is out of the normal range, or meets a specific threshold



### **EFFICIENTLY MANAGE**

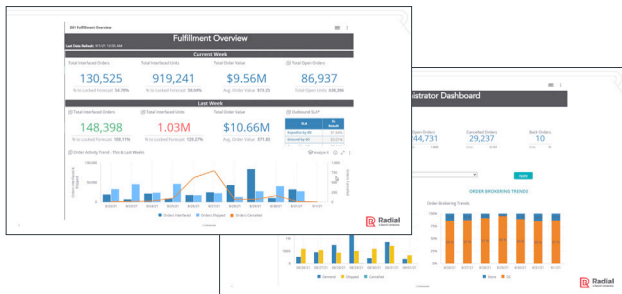
store operations and adjust fulfillment options to avoid overwhelming specific stores.

<sup>1</sup> Tractica, Finances Online, 2021

# Powerful Real-time Reporting and Insights

Radial Reporting and Analytics is part of Radial's Omnichannel Suite of solutions and provides the following:

- **Available Anywhere, Anytime** – Access reports on desktop and mobile. Even get updates through our Alexa voice control.
- **Comprehensive Reporting** – Optimized for each business user. Provides daily, weekly, monthly, or custom snapshots.
- **Dynamic Monitoring** – Alert users to any spikes in unusual activity against historic trends or forecasts.
- **Easy to Use** – Drag and drop functionality to customize or create personalized reports, with drill-down capabilities for a more detailed view.
- **Advanced and Predictive Analytics** – Forecast future demand and inventory planning, as well as optimize stock across your entire network.



Radial Reporting and Analytics dashboards and reports are designed to provide a comprehensive understanding of how each solution is performing independently, as well as wholistically to help you optimize your business strategies, reduce costs, and maximize profitability. Other highlights include:

- Quickly obtain business insights with our intuitive user interface
- Drill down into analytics for specific views to identify trends
- Use interactive reports to provide executive summaries of order, receipts, inventory, SKU details, and more



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# Take Control of Your Order Operations

Radial Reporting and Analytics helps you understand your entire order operations process and allows you to drill down to determine the root cause of any issues, allowing you to adjust before they affect your customer and the bottom line.

## THE SOLUTION EQUIPS YOU WITH INNOVATIVE FUNCTIONALITY:

- ✓ Quickly control order flows and optimize fulfillment nodes
- ✓ Track decline rates and correct as necessary
- ✓ Define customer service levels and monitor in real-time
- ✓ Monitor stores to prevent declining service levels
- ✓ Establish alerts for retail store activity to monitor operations around ship to home, ship to store, and in-store pickup

## Benefits for Your Customers – and Your Business

Retailers that implement Radial Reporting and Analytics can achieve these advantages:

- Proactive alerts improve customer loyalty
- Optimized business operations and strategy
- Impactful insights into cross-business intelligence
- View to all Radial solutions in a single location
- Improved profit margins

## Proven Analytics to Drive Profitable Growth

- 80+ Terabytes of data being mined
- Over 78 Available dashboards out-of-the-box
- 2,065 Users onboarded and growing