timsoft

On-stop shop of your digital transformation

One-stop shop of your digital transformation

timsoft

+350 PROFESSIONALS

Retail | Banking | Insurance | Fashion | Manufacturing | Finance | Payroll | HR | Support Services | Data Management | Digital Apps | Cloud Solutions

CEGID Solutions

Retail Y2 | Orli | Cylande | XRP Sprint | Talentsoft | XRP FLEX | Cegid PMI | CBS | CPOS

Microsoft

Dynamics 365
Business Central | NAV
Power Platform | Power BI
Logic Apps | Azure Cloud

Salesforce

Sales & Service Cloud | Marketing Cloud | Commerce Cloud | Mulesoft | Einstein | SF Development

Supply Chain Mgt.

Demand Forecasting | Assortment planning | APS | WMS | TMS | Last Mile Delivery | MES

Global Banking

Global Banking (Temenos T24) | E-banking | Insurance | Trades Execution (Vermeg)

Digital Experience

Digital Factory | Mobile Apps | E-com | UX / UI | IT Security | Azure Cloud Technology

AI Lab

R&D Retail | Machine Learning | API Mgt | Predictik Advanced Data Analytics

Training & Certification

Y2 Certification Academy | Microsoft Azure | Soon: Salesforce Academy

Equipment & Hosting

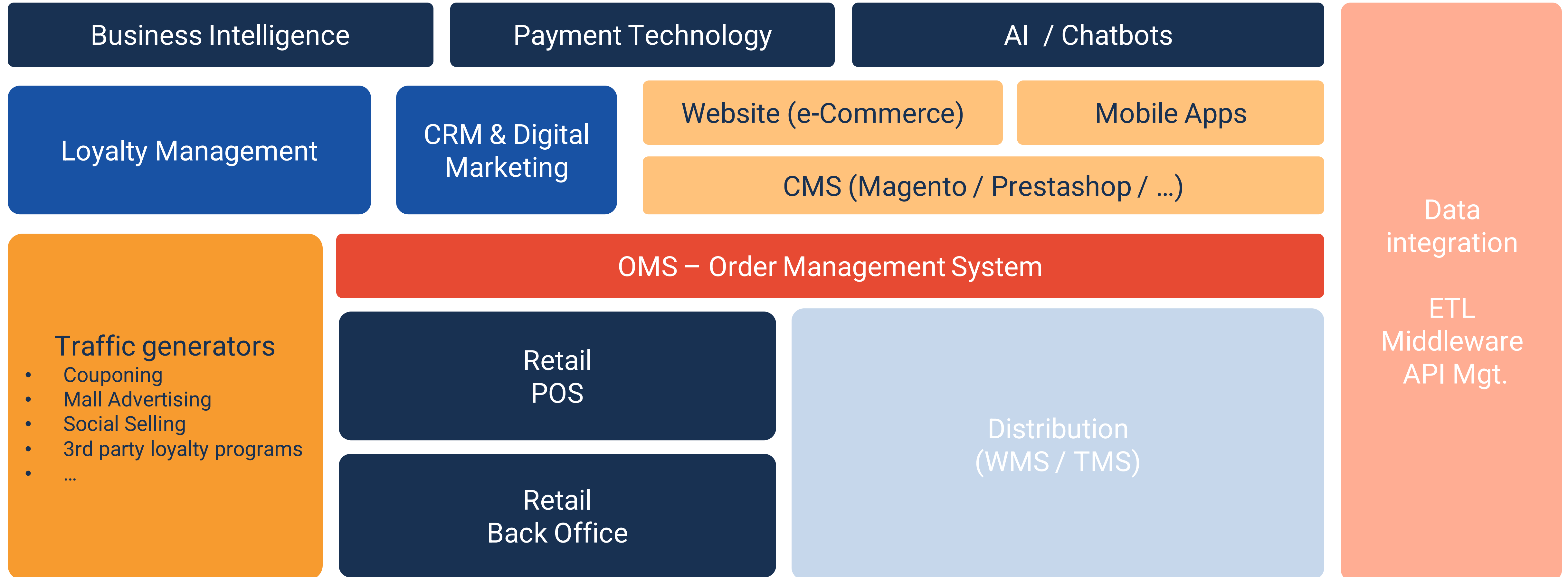POS Equipment | RF | RFID | Mobile Inventory

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CASABLANCA | **LUXEMBOURG** | **LYON** | **MAURITIUS** | **PARIS** | **SOUSSE** | **TUNIS** | **DUBAI**

Our focus is the complete Retail Value Chain

Business Intelligence

Payment Technology

AI / Chatbots

Loyalty Management

CRM & Digital Marketing

Website (e-Commerce)

Mobile Apps

CMS (Magento / Prestashop / …)

OMS – Order Management System

Traffic generators
- Couponing
- Mall Advertising
- Social Selling
- 3rd party loyalty programs
- …

Retail POS

Distribution (WMS / TMS)

Retail Back Office

Data integration

ETL Middleware API Mgt.

The perfect partner for Retail & Cegid Y2

WE KNOW RETAIL Y2

- Profound understanding of the **CEGID Y2 Solution** and all its components
- Real **One-Stop-Shop experience** for all components of the Retail System
- **Collaborative approach** with all potential players in the ecosystem (MOA, CEGID,)
- Capabilities to deploy in **most countries in the world**
- **Trilingual** consultants (French, English, Arabic)
- Deep knowledge of the **CEGID Partner Ecosystem** – Who to involve in which situation

WE KNOW CEGID

- Understanding of the **CEGID Value proposition** and how to best leverage CEGID expertise
- **Standing relation** with the Senior Project & Delivery Managers at CEGID in Retail & ORLI
- Deep understanding of the **technical support structure within CEGID** to gain time in issue resolution
- Capabilities to support CEGID in **complex issues** (Localization, Performance Issues, Functional Adaptation Requirements)
- Good relationships with most of the CEGID **country subsidiaries** (UK, Italy, Iberica, Middle East)

WE KNOW THE PARTNER ECOSYSTEM

- We understand Retail as an ecosystem of solutions that need to be integrated – including with **value proposition from CEGID Partners**
- Ongoing relations with major CEGID **technology partners** (Global Blue, Planet, Adyen, CapAdresse, …) and **service partners**
- Understanding of complex solutions such as EFSTA, CMS, OMS and WMS that require **strong integrations into Cegid Y2**
- **Capability of investing** in the necessary competencies to build these solutions into the retail ecosystem (Vertex, Avalara, Yreceipts, …)

A UNIQUE EXPERIENCE THAT CAPITALIZES ON 20 YEARS IN THE CEGID ECOSYSTEM

In Retail we trust

Timsoft has been in the retail industry for the past 18 years. We partner with well established and large retail players to solve their omnicanality and data-management challenges.

With +60 consultants in Cegid Y2, we are able to support retailers in multiple areas such as implementation and support and maintenance.

150
Happy Client

300
Finished Project

60
Skilled Expert

Build	Run

Consulting
- Analyze and understand new needs, propose strategic solutions
- Core model building, country roll-outs, integrations
- Training

Digital Services
- E-commerce
- Web portals and platforms
- Progressive Web Apps

Data Management
- Data Connectivity
- Data Transformation
- Power BI dashboards and more

Customer Community Care

3C - Store	3C - Grow	3C – Inhouse Expert
Store support	On-demand dedicated support, maintenance and evolutions	Long-term assignments

Timsoft Customer Community Care

Timsoft leverages its Retail know-how and deep expertise in Cegid Y2 to offer a wide range of support and maintenance services.

3C Store

3C Grow

3C Inhouse Expert

Our secret sauce, Timsoft Retail Academy

A 3-month training program on the retail and e-commerce solutions: Cegid retail Y2, SQL Data base, SQL server, cloud technologies: web/mobile integration, CRM management & market trend). Participants will get hands-on training on the solutions to be able to integrate them on clients IT ecosystems.

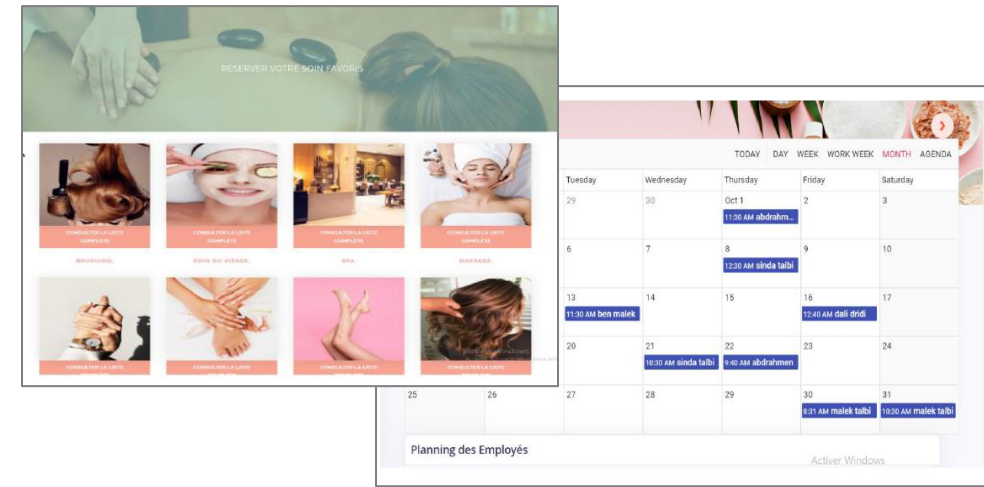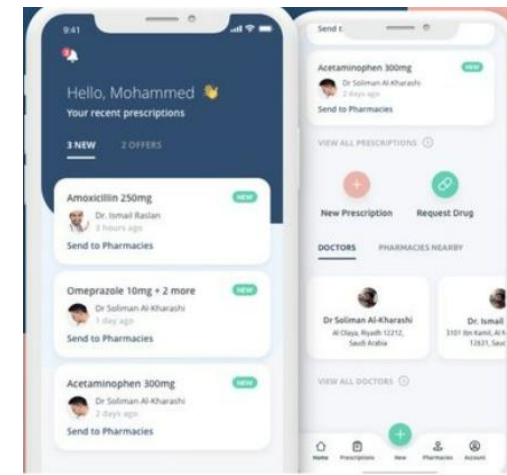|	
7 Cohorts	**22** Of intensive training
3 Months of coaching	**+25** New retail consultants
+15 Senior consultants involved	**+12** Projects completed

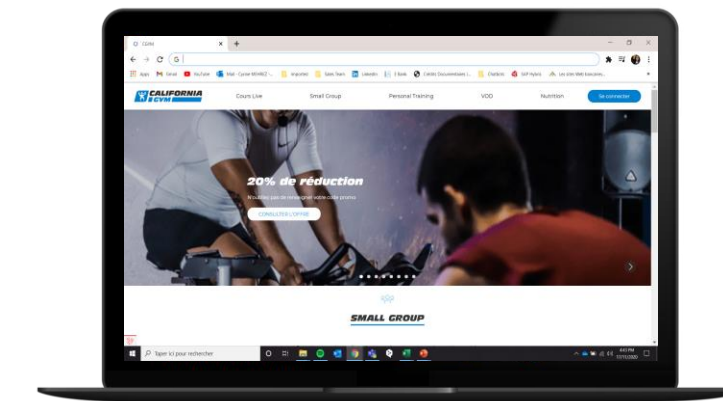# Digital Extension for Omnichannel Experience

Retail for Beauty Salons

- Customer Booking Portal
- Internal Planning Tool
- H&B Product Matching with services
- Subscription Management
- CEGID Integration for customer management, employee management & check-out
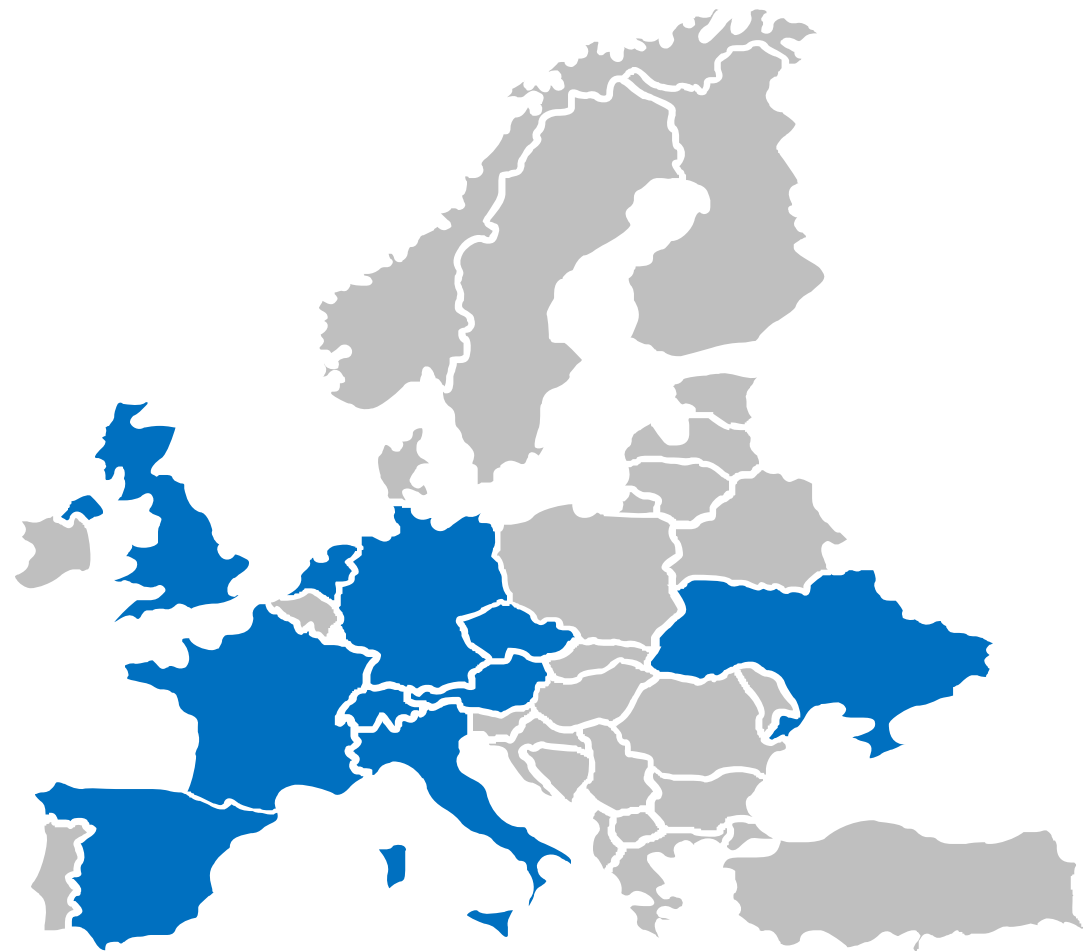
Retail for Pharmacy

- E-Prescription
- Claims Management
- Pharmacy at home
- Patient Value Added Services
- Audit Trail
- CEGID integration for master data, customer data & loyalty program

Retail for Fitness Centers

- Subscription Management
- Training Slot Booking
- On-line / At Home Training sessions
- Vitamin & Supplement Cross-Selling
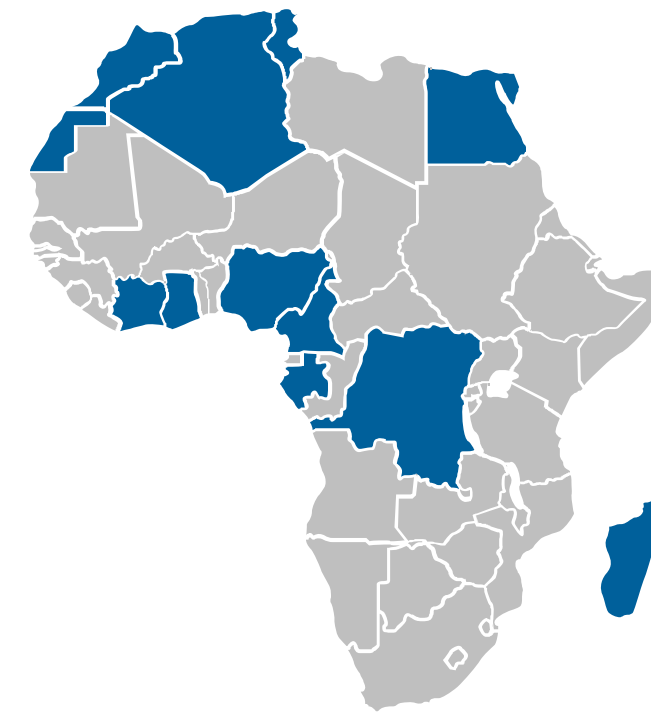- Gamification with integrated CEGID Loyalty Program
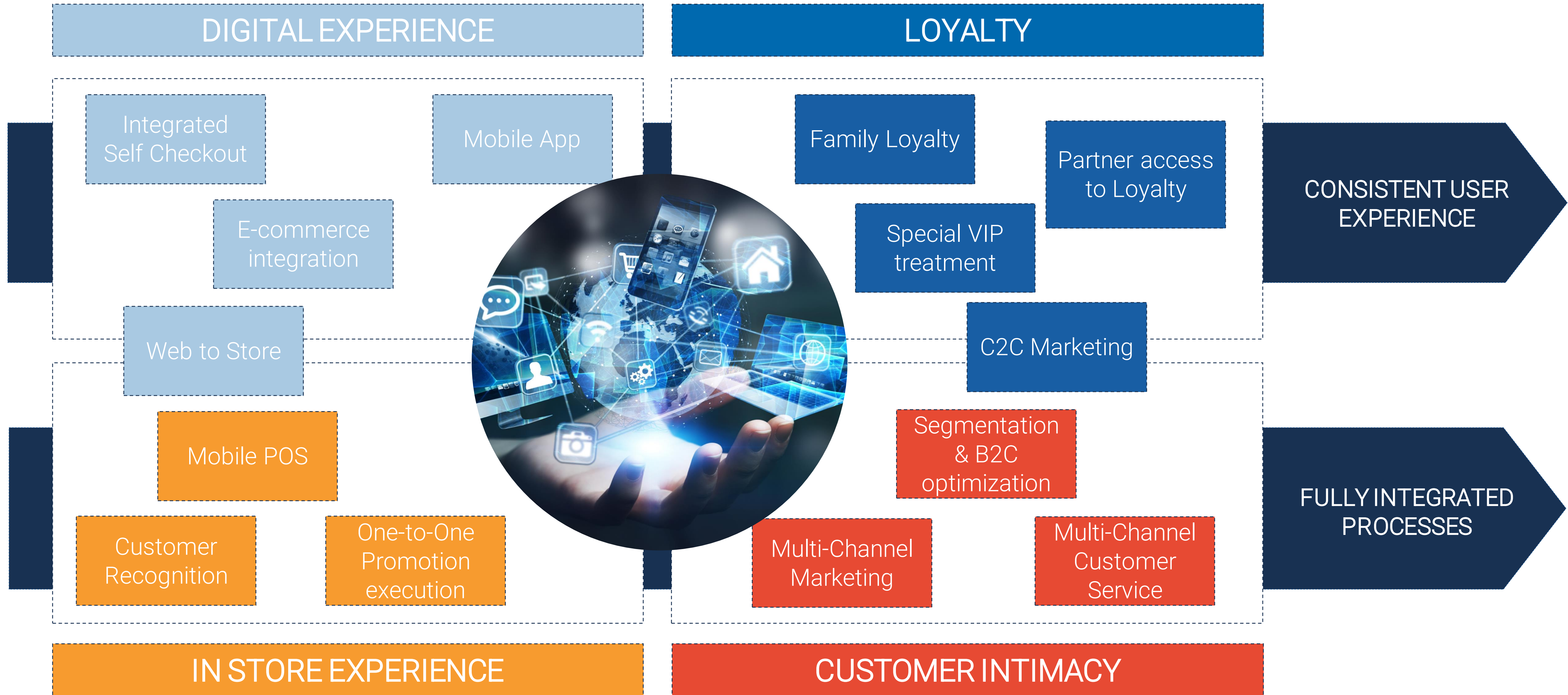
Timsoft – Worldwide Clients

MIDDLE EAST

CHINA & APAC

EUROPE

AFRICA

Unified vision of customer experience

DIGITAL EXPERIENCE

LOYALTY

Integrated Self Checkout

Mobile App

E-commerce integration

Web to Store

Family Loyalty

Partner access to Loyalty

Special VIP treatment

C2C Marketing

Mobile POS

Customer Recognition

One-to-One Promotion execution

Segmentation & B2C optimization

Multi-Channel Marketing

Multi-Channel Customer Service

CONSISTENT USER EXPERIENCE

FULLY INTEGRATED PROCESSES

IN STORE EXPERIENCE

CUSTOMER INTIMACY

thank you.

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Timsoft L2 Support – Governance Structure

Executive Sponsor

Carlos NAVARRO

- Member of Management Comittee (quarterly review)
- Overall Engagement Management
- Involved in discussions about scope changes

Service Manager

Ahmed GHARBI

- Member of the Monitoring Comittee (montly review)
- Contractual Compliance Management
- KPI Review and Tracking
- Overall Delivery & QA Responsibility

Delivery Manager

Wajdi OULED FALLEH

- Procedure Validation
- Escalation point (KPI breaches)
- Service Evolution Management

Quality Assurance Manager

Dhia BACCOUCHE

- Continuous Improvement for ticket avoidance
- New Scope Impact Assessment
- Liaison with Operations to validate support effectiveness

Y2 SUPPORT

Tahar BRINIS

IN STORE APPS SUPPORT

Khouloud BARHOUMI

MONITORING

MONITORING

Support Delivery Team

SUPPORT

SUPPORT

Intermitent On Site

Permanent On Site

Functional & Service Scope

CEGID Y2

In-Store Applications

Run & Stabilize the existing

Evolution of the Retail Experience

Monitoring **24/7**

Support **24/7**

Enhancements

Monitoring Desk

- Application Health Monitoring
- Interface Monitoring
- Issue Documentation

Service Desk

- Front Office / Back Office Call-In Support
- Issue documentation
- How-To Sessions
- Corrective actions from L1 issues

Task Force

- Store Openings
- New Functionality Deployment
- Interface changes & setup
- Accounting data validation (supporting reconciliation process)
- Regression Testing