iVend Reporting and Analytics is a comprehensive suite of reporting and analysis capabilities including customizable dashboards and reports, to provide timely and actionable information to Operations teams across channels.

This module includes:

- A comprehensive set of pre-packaged, customizable dashboards providing detailed key performance indicators and alerts across all operations and channels

- A set of standard reports covering the common areas need to run retail operations effectively, which can be run to a schedule or on demand

- An easy to use report writer so that users can develop their own simple reports without IT assistance

- A full function report generator allowing more complex reports to be developed on an ad-hoc basis as needed, either by Power Users or IT staff

- A query builder for ad hoc reporting and queries

- A web viewer to allow reports to be viewed via a browser or on mobile devices

- A report scheduler so that reports can be distributed to a pre-set timetable

- SMS capability allowing authorized users to send a text message code which triggers the running of a suitably formatted report, with the results emailed to the requester's mobile device

Benefits

- Manage Operations in all channels by exceptions and alerts to get straight to problem areas
- No more wading through pages of reports to get to the real issues
- Identify successes on an exception basis so that they can be replicated across all stores or channels
- Analyze Loyalty data to improve the customer service offer and to improve loyalty program success
- Analyze fixed, mobile POS and non-store transactions to identify loss prevention concerns and issues to address
- Access data immediately whether you are in the office, in store, at home or on the move
- Use pre-built templates showing retail industry standard key performance indicators (KPIs) and focused analytics to identify successes and challenges quickly
- Fast deployment, configuration and integration with your existing systems, giving a rapid return on investment
- Can import sales plans through iVend Extensibility to add reporting against plan

Reporting Capabilities

- iVend Dashboards
- iVend Report Writer for business users
- Reports using Crystal Reports
- Query Builder – for ad hoc reporting
- iVend Web Viewer for viewing dashboards on the Internet or mobile devices
- Report scheduler to send standard reports on a predefined frequency

Reports Available

iVend Dashboards and reports allow you to analyze and improve performance for:

- Sales (by channel, store, sales associate and transaction)
- Margins and Promotions
- Products and product groups
- Basket and affinity analysis
- Inventory consumption and status
- Customers and customer segments
- Payment methods and trends
- Loss prevention alerts
- Analysis by attributes to make reporting more meaningful

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Product Features

- Can be accessed on whatever device you want - runs on Android and iOS devices and any browser

- Associative search supports easier drill down from high level data to associated lower level data sets. No more delays while someone investigates a problem – users have all the information they need to make their action plans immediately

- Fully integrated with all other iVend Retail modules so it can draw its data from anywhere in the suite

- Data is available in real time to allow for completely up-to-date reporting and problem fixing

Key Reports - Store Analysis

- Net sales vs transactions
- Transactions on POS
- Storewide net sales
- Analysis of average sales transactions/store
- Month on month analysis
- Top performers and bottom performers

Customer Level Analysis

- Company and individual contribution
- Sales trends by day, week, month
- Calculation of basket size from generated revenue
- Customer type vs. Net sales trends
- Transactions vs. Sales associates

Promotions

- Promotional sales vs. overall sales analysis
- Statistics by promotion type

Side by Side Analysis

- Product group /product-comparison by ad hoc groups

Sales Associates

- Top performers
- Trend analysis
- Individual contribution

Attribute Analysis

- Attribute and sub attribute analysis for matrix
- Trend analysis

Comparative Sales Analysis

- Net sales growth comparison for store, product group, product drill-down

Affinity (Basket) Analysis

- What sells more with what?
- Strategic insight to determine promotions and combinations

Payment Analysis

- Trend analysis by various payment modes by store/ channel
- Inventory Snapshot
- In stock and available to commit stock
- Actual stock display vs. committed stock
- Reorder alert
- Average weekly net quantity vs .available quantity
- Shrinkage details based on actual stocktake to ascertain pilferage

Product Analysis

- Product contribution to total sales
- Net sales by product and store
- ABC analysis by product
- Upsells
- Gift certificate analysis
- Special categorization for lost sales
- Newly introduced and non-moving product indicators

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