



OMNION RETAIL SOLUTIONS

Logistics & Last Mile Services



MyDelivery™ Customer-Centric Platform

Your Branding.

Your choice of delivery partners (or ours).

Our easy-to-implement delivery platform.

New efficient distribution channels define better customer shopping experiences.



OMNION Network

Overview: Fixing the Last Mile

The last mile is “the face” of your brand in the mind of the consumer. This experience is what the customer most deeply remembers when recalling the purchase process. If it’s not working, fix it!

Our customer-centric and omnichannel concept defines new and better customer experiences leveraging both online and physical stores to create the ultimate convenience, choice and control. The customer wants control of the delivery process and transparency, including a frictionless and superior customer experience. Communicate, inform and eliminate surprises. Our strategy is defined by providing a flexible, secure location with a reserved locker time, with other variable delivery end-points, and not the retailer or courier’s schedules and limitations.

Working with OMNION provides a new delivery experience for your customers with last mile services that are flexible and easy to implement since the retailer’s customer-centric business model is critical to success. Both retailer and delivery must be on the same page in terms of systemic approach, strategy and service.

MyDelivery™ Customer-Centric Platform

MyDelivery™ is our online last mile package delivery system and platform for retailers to own the customer experience with integrated business services, secure enterprise grade cloud infrastructure and dedicated delivery expertise. New retail earnings combined with new delivery channels are the basis for our OMNION network model focused on a dynamic consumer omnichannel experience and includes the backend support for customer care, supply chain visibility, delivery management and BI/enterprise reporting.

MyDelivery™ supports the following key features:

- **Integrates with instore ecommerce, back office POS or ERP systems**
- **Ensuring the best customer-focused digital omnichannel experience**
- **Responsive delivery management platform: a third-party, white labelled fleet**
- **Handle packages with various sizes including custom sizes**
- **Enterprise solution supporting large chains and multiple banners**
- **Supports traditional retailing**
- **Scalable across phones, tablets and desktops**
- **Flexible and agile delivery end-points: location, GPS, geospatial**

MightyExpress

Managing ecommerce delivery can be challenging. It involves creating the best customer experience, while reducing costs.

MightyExpress provides retailers with an integrated turn-key solution for multiple delivery end-points with Click-and-Collect for instore and a network of remote lockers. Using the most advanced route optimization technology we optimize delivery, and when combined with a network of automated lockers, offers the ultimate customer experience. All managed from the cloud and our mobile devices.

MightyExpress supports the following key features:

- End-to-end logistics management with open carrier infrastructure
- Instore Pick & Pack: optimised picklists available using our Pick & Pack mobile App technology and store layout data
- One-touch picking & packing of totes, reducing labor costs
- Optimised order loading, routing planning, delivery management and order tracking based on mobile App technology
- Support for “Click & Collect” intelligent parcel lockers, including networks of lockers
- Reservation software manages locker location allocation and locker network

DRIVERS AND
INSTORE STAFF
USE HANDHELDS
(4G, INTEGRATED
BARCODE SCANNER)

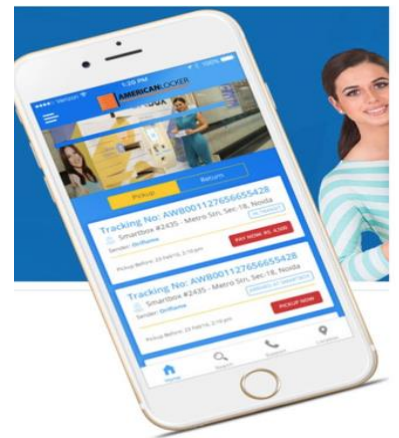


Insight

MightyInsight helps retailers personalize and create better shopping experiences. **Insight** helps price product to increase revenue, highlight the correct products, tailor what is shown to a specific consumer including delivery preferences and locations, even deciding whether to discount and “test” new products with integrated real-time analytics.

Key features include:

- Shoppers’ favourites are stored and accessed based on their user profile
- Order history for any previously placed order, both online and instore if available through integration with the backend
- Under shoppers’ profiles, their most recent shopping carts can be viewed, continuing to shop where they left off
- While placing their order, the shopper has many opportunities to provide personalized instructions
- App available for logging events associated with customer online shopping. These datasets provide input to recommender engines which can be used to drive personalised delivery locations, preferences to product displays and instore technologies



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