

# TCA | Retail

PUSHING BOUNDARIES TO EMPOWER GROWTH

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PUSHING  
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# Who is TCA?

We are a Latin-American software company. Since our foundation in 1982, we have been focused on being a strategic technology partner to our clients in the Retail, Healthcare, and Hospitality industries, empowering them to take control of their businesses and to achieve desired growth through our products and services.

We build industry-specific, end-to-end business software along with services that are developed and deployed based on deep technological and business specialization to meet operational and financial needs.



**TCA**



# TCA AT A GLANCE

# +20,000

Successful technology projects

**18** Countries  
around  
the world

**+1,000**

Industry defining customers

# +1,000,000

Software application users

# +250 products

**TCA**

# PUSHING BOUNDARIES TO EMPOWER GROWTH.

## Our mission

To empower companies in the hospitality, retail, and healthcare industries through vertical software applications and services to gain control of their business and achieve a sustainable growth.

## Our vision

To become the largest and most reliable software company in Latin America, by providing innovative applications and services that help our customers build industry-defining companies.

## Our values

Innovation

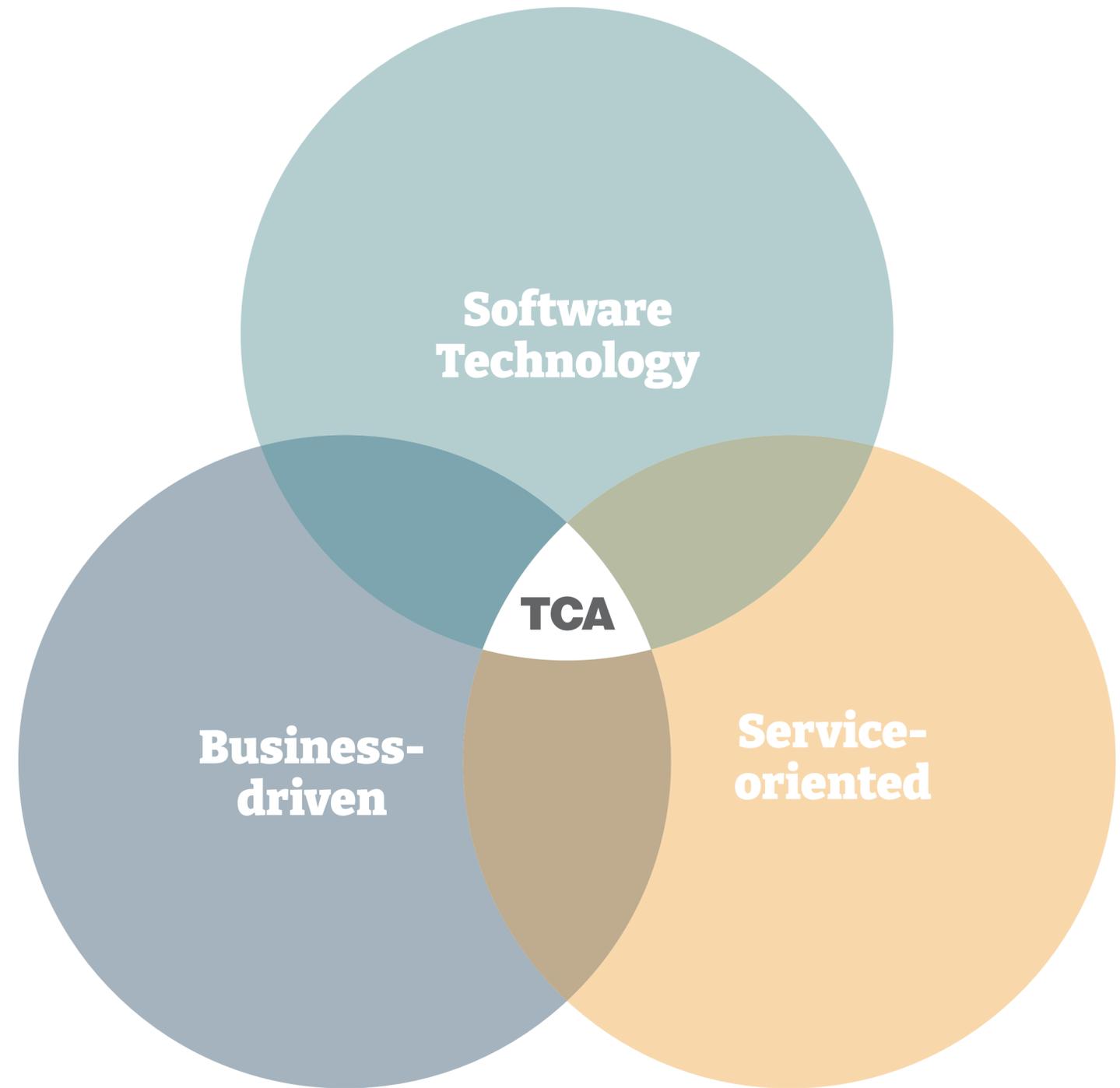
Collaboration

Service

Commitment

PUSHING BOUNDARIES TO EMPOWER GROWTH.

# WHY TCA ?



## TCA Retail:

At TCA Retail, we believe your customer's satisfaction is a priority, and to achieve that, your business must be prepared. In order to aid your sustainable growth, we develop specialized software applications and services to simplify the complexity of today's supply chain, specifically in the wholesale, distribution, and store operations, allowing our clients to have a bet-

ter inventory management, supplier relationship management, customer relationship management, product & price management for consumer and industrial goods, point of sales for different kind of stores, demand forecasting, and accounting and finance.



### TCA Retail at a glance

**+15,000 users**

**+700 branches**

**+6,000 Points of Sale**

More than **8,000** successful  
active implementation  
projects

**TCA Merksyst has a deep industry specialization that empowers extraordinary customer experience and business growth.**



**Wholesale  
Stores**



**Grocery  
Stores**



**Self-service  
Stores**



**Department  
Stores**



**Pharmacies and  
Convenience Stores**

# TCA Merksyst®

Customer-centric, business-driven software with 11 Suites and +40 cloud or on premises applications.

TCA Merksyst helps Wholesale, Grocery, Self-service, Department, and Convenience Stores to run smoothly, be more efficient and profitable, and offer extraordinary experiences to their customers.

Our specialized software applications have an extensive operational and administrative expertise in re-

tail businesses to provide end-to-end, integrated, specialized software applications for Store Operations, Supply Chain Management, point-of-sale (POS), financials and purchase management, business intelligence and analytics, and more.





# Key features:

Retail specialized  
end-to-end software  
applications

Flexible

Available in multiple  
devices

Easy to use interfaces

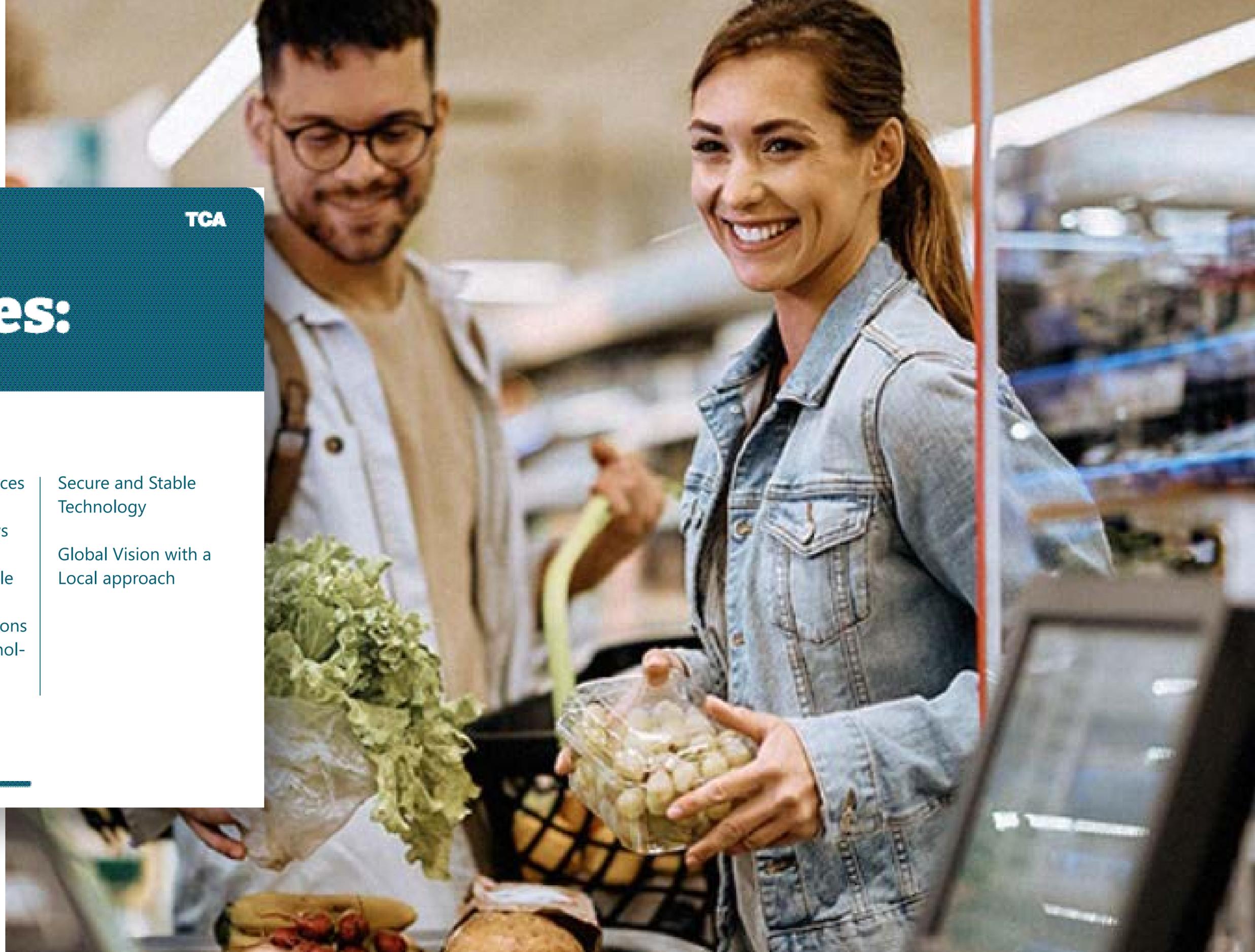
Reliable Data Flows

Highly Configurable

Seamless integrations  
with existing technol-  
ogies

Secure and Stable  
Technology

Global Vision with a  
Local approach



## TCA Retail Software Applications

### Store Operations

#### Front Office Suite

- POS Telemarketing
- POS Market Store
- POS Department Store
- POS Counter
- Kiosks Pre Orders
- Kiosks Billing
- Kiosks Price Check
- Sales Floor Assistant
- Front Office - Store Operations
- Electronic Billing Portal

#### Back Office Suite

- Back Office - Store Operations
- Product & Price Management
- Supplier Relationship Management
- Purchasing
- Mobile Inventory Management
- Kit Sales

### Administration & Finance

#### Administration & Finance Suite

- Financials
- Payroll

### Reports & Analytics

#### Finance & Purchasing Analytics suite

- Sales Analytics
- Procurement Analytics
- Inventory Analytics
- Customer Analytics
- Finance Analytics
- Loss Prevention
- Alert Manager
- Reporting Services

### Supply Chain Management

#### Distribution Suite

- Logistics and Distribution
- Distribution POS Mobile

#### Procurement Suite

- Supplier Relationship Management
- Procurement

#### Logistics Suite

- Mobile inventory Management

### Loyalty

#### CRM

- Loyalty Programs

### Interfaces

#### Store Operations

- Payment Gateways
- Cellphone Services
- Store Services
- Billing

#### Supply Chain Management

- Warehouse Management Interface
- E-commerce Interface

#### Administration & Finance

- Accounting System Interface
- Billing Interface

Service-oriented

# Services

We generate long-lasting relationships with our clients, by becoming strategic technology partners.

# Extract the full potential of our technology

We are committed and obsessed with generating successful and high-quality technology projects to help our clients materialize their strategic business vision.

Our services are managed by people with deep industry, business, and technology

expertise so that our customers can get the most out of the software applications, optimize the value of their investment, and maximize their performance.



## **Installation & training**

Project and software are uniquely configured to specific customers' needs through a distance, on-site, or hybrid implementation process.

## **Application Support & Maintenance**

Helpdesk support to help our customers to have an uninterrupted operation through our software products. 24/7 multilingual service with technicians that understand the in-depths of the business operation.

## **Account Managing & Consulting**

Consultants with deep knowledge in products and industry business are assigned to each account to help customers improve and maximize productivity by taking advantage of the full potential of TCA solutions.

## **Cloud Support**

Cloud managed services that include: resources management, monitoring, information security, back-ups, and infrastructure restore management.



We have gained the trust of great players of the Retail industry, by helping them solve their business challenges through technology, and increasing their possibility of building industry-defining companies.

# TCA Retail: Some of our customers





To stand out in the Retail industry, businesses need to push boundaries to be at the forefront of the ever-evolving customer expectations.

At TCA Retail, we are committed to delivering innovative, accessible, specialized software applications and services that enable better customer experiences and more efficient and profitable businesses.

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