Retail Manager Solutions Limited

# rms
## the digital workplace people

# metro

## Unified Comms Solution Overview

**Date:** August 2023

**Version 2.0**

metro

## DOCUMENT CONTROL

| Version | Author | Commercial Approver | Date | Summary of Changes |
|---------|--------|---------------------|------|--------------------|
| **1.0** | R Morgan | N/A | March 2020 | Document Creation |
| **1.1** | R Morgan | N/A | September 2020 | Updates to Document |
| **2.0** | R Morgan | N/A | August 2023 | Updates to Images/Branding |

**metro**

## TABLE OF CONTENTS

## INTRODUCTION

Metro is a leading digital workplace solution, designed to be easily accessible to all cross-functional teams via smartphones, tablets, and desktops.

More than 120 of the best-known retail, hospitality and healthcare brands trust Metro each day to manage their multi-site businesses more effectively, supporting Operations, Compliance, HR, Buying, Project and Marketing teams across more than quarter of a million sites and 14 different languages.

Metro enables your business to plan its own journey according to its unique business requirements, providing a clear map of key 'application lines', each with complete interoperability, removing the need for dozens of disparate applications.

The purpose of this document is to provide the reader with a very high-level overview of RMS' Metro Solution focusing primarily on its Unified Comms module. Other modules available within Metro include:

- Process – Click & Collect, Site Audits/Visits, Incidents & Accidents, Equipment Checks, Expense Module
- Workforce Management – Scheduling, Base Rotas, Cost Control, Labour Matching,
- Time & Attendance – Timesheets, Absence Management, Ad Hoc Payment, Payroll Extracts
- Employee Management – Starters/Leavers, Change of Details, Bank Validation, Emergency Contacts, Holiday Management
- Activity Planner – Project Templates, Justification, Critical Paths, Approval workflow, Team Room, Reports
- Print Controller – Designer, print renderer, DIM, Print User Interface/Task Management Integration

The RMS Metro solution is fully modular and has been designed to work across multi-brand, multi-lingual and multi-currency environments.

metro

# RMS OVERVIEW

RMS has been providing Operations, Compliance, HR, Buying, Project and Marketing teams with software solutions to manage their multi-site businesses for the past 15 years.

Our software solutions are trusted by many of the leading retail, hospitality and healthcare brands you most probably already know and enjoy today. The trust placed in us has been hard earnt and can only be accomplished by working hand in hand within the industries we serve, which is why so many Metro customers have been working with RMS for so long. RMS clients can select from the wide range of application offerings, those business solutions that meet their immediate needs.  Typically, RMS clients post initial implementation, continue to embrace other RMS application offerings.

RMS is a privately-owned software business based in the heart of Hampshire's New Forest, and has satellite offices and partners based in Australia, Germany and The Netherlands.

# COMMERCIAL OVERVIEW

All RMS solutions are provided on a Software as a Service basis with fees chargeable on a per site basis per calendar month.  This per site fee includes unlimited users and all associated costs listed below :-
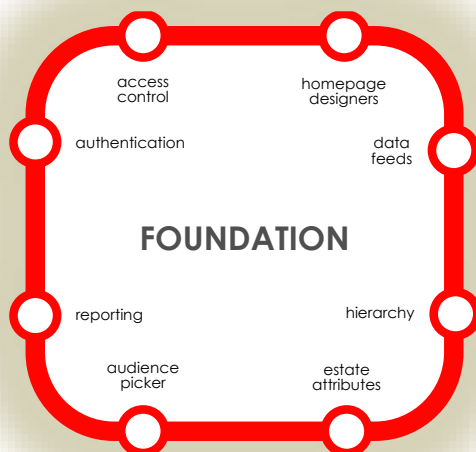
- ✓ License for application use
- ✓ Provision of infrastructure to support the application i.e. cloud based servers, operating systems, associated license required for operating system, database, access licenses
- ✓ Provision of load balance, DR, fail over, back up, application security, firewalls and anti-virus
- ✓ Support services Monday – Friday 08.00 – 18.00Hrs (excluding Bank Holidays)
- ✓ Environment Support will be 24/7, for all infrastructure elements.
- ✓ The provision of new releases and associated feature/functions unless specified as a new module.

The RMS solution can be used within Head Office functions where fees are provided as a single cost that includes all head office users, and provide all the services mentioned above.

To complete an implementation, some set up, configuration and integration is required for each of the modules selected - implementation services as a one time fee are payable. These fees can be estimated in advance and confirmed as part of the Project Definition Phase. All associated expenses with the project (travel, hotels, flights etc) will be charged at cost.

metro

# METRO

Metro is a collective toolset of applications designed to achieve perfect coordination, compliance and execution in multi-site/distributed business environments such as Retail, Leisure, Hospitality and Healthcare.

Metro provides the opportunity to select only the applicable modules your business requires and consolidate these into one interconnected suite. The map below illustrates what applications are available and how each module (grouping of applications) can work together to deliver a solution that is right for the business.

# FOUNDATION

All Metro customers, regardless of the module(s) they choose require Foundation to operate and acts as the engine room of the Metro application suite, managing the business hierarchy, location attributes, security, and authentication.



Foundation also provides the platform for personalising the suite of metro applications across multiple devices.

The hierarchy element of foundation enables the customer to mirror their organisation in a familiar parent child structure. By doing this, the solution is then able to display appropriate data to users according to their position in the hierarchy.  For example an area manager would only see appropriate data for the sites/users in the area that they are defined as managing in the hierarchy structure. This approach goes right up through head office and also down to site level. Fundamentally from whatever point you are in the hierarchy, you will only see information that relates to you and downwards. Any point in the hierarchy structure can have multiple parents which enables, for example, sites to have an area manager but also an area merchandising manager as their parent. The two differing managers might have a different set of sites to look after but the sites they both look after will have these two individuals as parents. This ensures multi-site users are easily able to see the sites they look after, being able to switch between the sites and see and manage the correctly displayed data.

The hierarchy tool enables the dynamic creation and updating of the hierarchy structure without the need for back-end code changes. Import failiure notifications by email can be set up, to ensure that any changes made are effective.

# UNIFIED COMMS

Unified Comms provides an alternative to traditional tools to manage distributed businesses, it enables enhanced communication, collaboration, compliance and control. Unified Comms enables organisations to:

- Remove islands of data and have a single version of the truth
- Collaborate on assets, projects and tasks
- Gain real time visibility as to the status of tasks and operational compliance
- Enable constant improvement, insight and learning to streamline process and effect change more expediantly

Unified Comms delivers communication to specific end users and displays them in role specific interfaces, chronologicaly ordered and in the context of how the user needs to interact with it. Unified Comms enables targeting and audience selection to any end point of the hiearchy in your organisation, be that a head office department user, store manager, field manager or the CEO.

**metro**
**UNIFIED COMMS**

**Content Management**
News, Content widgets, Content labels, search, all content types including video. Comments and Reactions.

**Comprehensive Task Management**
Capacity impact, repeating, priority, delegation, displayed in specific task sections alongside the dynamic calendar.

**Surveys**
Simple end-user creation of surveys, ongoing surveys and quick polls.

**Intelligent Forms**
Smarter than surveys, with workflow, conditional answers and associated reporting.
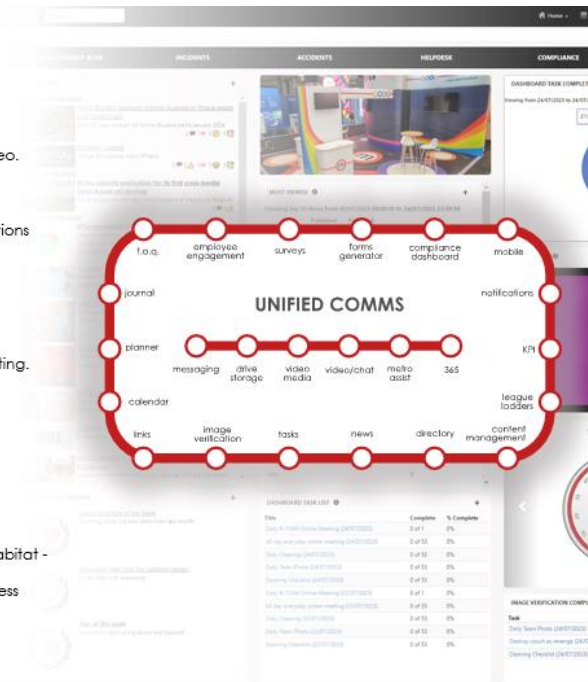
**Compliance Dashboards**
Real-time visibility of tasks, news, surveys and utilisation of the platform

**KPIs/Business Reporting**
Your personalised balanced score card, on a business-led KPI metric with gamification through League Ladders

**Metro Comms App & Metro Teams**
An online/offline front-line worker access to your Metro world, in your natural habitat - web, app, Teams, Outlook. Integrated Metro Messaging/Mail. No need for a separate Mail client.  One platform for all communications in-store - both business and personal.

Comms objects are created based on the principle objective of the communication e.g. "I want the stores To Do, Read, Know or Feedback" on something. The publisher has the choice with regards to the simplicity or complexity of the communication with compliance options, attachments and feedback being able to be added to each object. This results in all communications being personalised to the end user, displayed in context, sorted by type, easy to collaborate on and measurable in terms of compliance.

Metro is integrated with Microsoft Azure and utilises Azure Media Services to deliver media content to users, optimised to reach audiences on the devices they use. **END OF DOCUMENT**

**metro**