

# Partner Introduction

  
**sameSYSTEM**  
for retailers by retailers

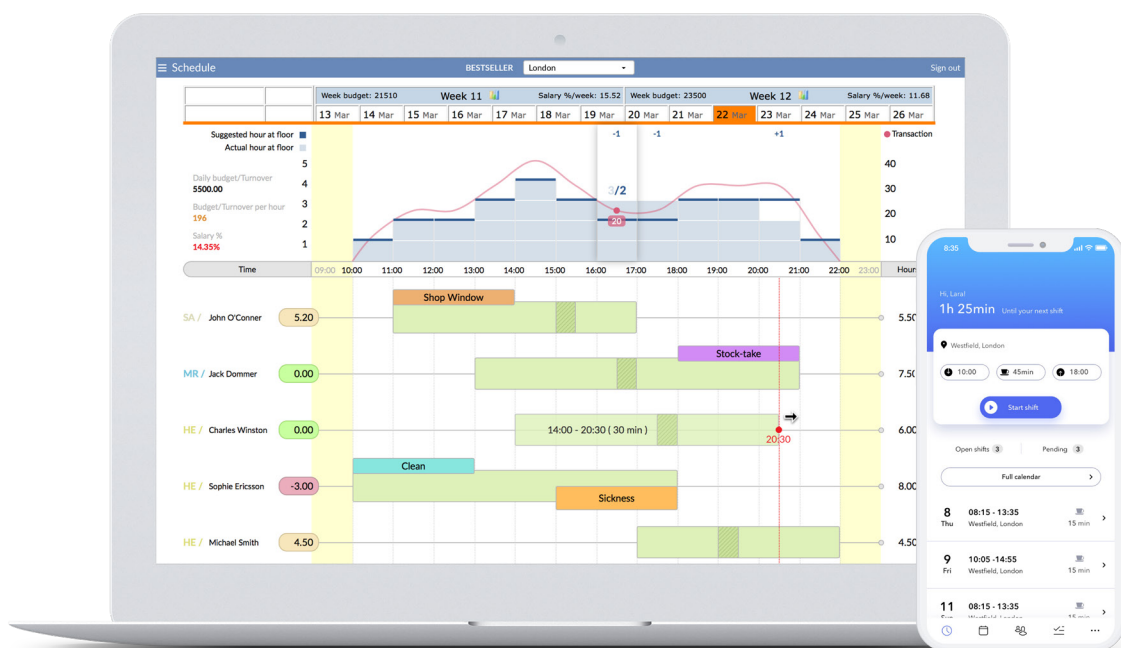
# BESTSELLER<sup>®</sup>

"SameSystem **provides results and value from the first day** and streamlines our retail operations in both existing and new markets."

Klaus Nielsen, Retail Director



# Proven smart & online retail tools, that make it **easy to do it right:**



- Perfect Scheduling
- Intelligent Budgets
- KPI Overviews
- Time Registration
- Automatic Salary Calculation & Reporting
- HR Tools
- Contract Management
- Management Reporting
- Statistics
- Communication

# Your business, is our business

With more than 20 years of retail management experience, two retailers' vision of an effective way to run and optimise stores created SameSystem in 2008.

The vision has gained speed ever since, where SameSystem in cooperation with partners and customers has developed from a scheduling system to a complete data-driven workforce solution for retailers.

SameSystem today consists of 72 dedicated employees, who support and improve the solution from five offices around Europe.

In more than 12.000 stores in 600 companies, SameSystem is an indispensable solution for more than 139.000 users, and is translated and used in most European languages.



**22**  
countries



**12**  
languages



**12.000+**  
stores

SameSystem  
Danish office





# PANDÖRA

**"Fantastic platform** for our stores.  
Great customer service and support.  
Highly recommended."

Lisa Butler, Retail Director

TOMMY  HILFIGER

**flying tiger**  
copenhagen

RALPH LAUREN

BESTSELLER®

Normal

Superdry.  
極度乾燥(しなさい)

Levi's

VERO MODA®

 INTERSPORT

GUCCI

SOSTINERE GREENES  
ALL  
OVER THE  
WORLD  
HANDELSKOMPAGNIE

BOSS  
HUGO BOSS

 SWAROVSKI

# The heart of retail performance is perfect **scheduling**

SameSystem combines more than 20 years of retail experience with 10 years of optimisation with international partners like Bestseller and Pandora, and puts the result in the hands of your managers.

Every scheduling decision is based on the right KPIs - the right guidance, tools, and data at every step will have everyone doing optimal retail scheduling regardless of their level of experience.

Together with you, we set up rules to reflect exactly how you want the stores to be run.

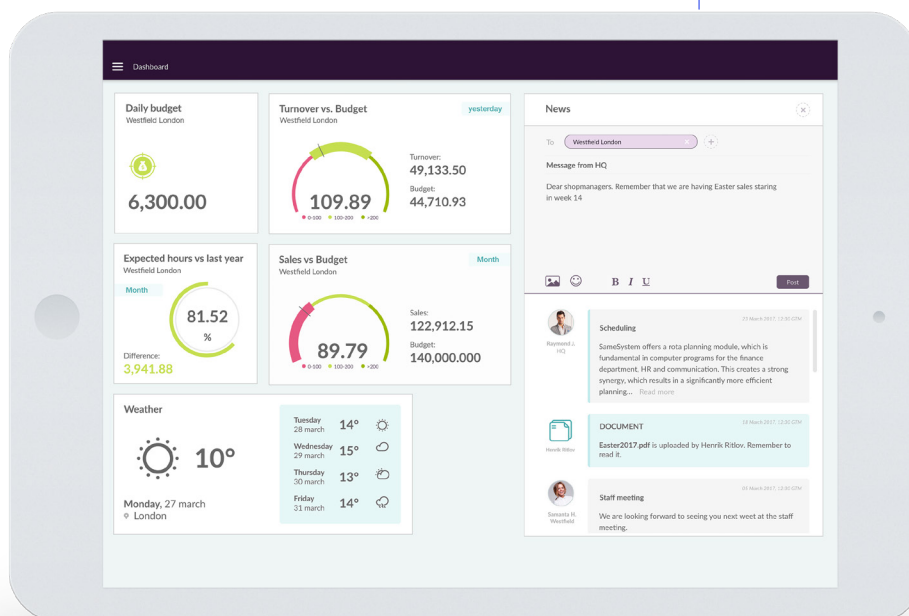
Success in retail means maximising turnover and minimising cost. SameSystem removes unnecessary costs due to overstaffing - while

ensuring the staff necessary to achieve the maximum possible turnover in the hours when customers are visiting the store.

Your Store Managers will find it easier to reach the goals for the department, and their planning will always meet the standards set by management

On top, a wide range of tools made just for retail will make everyday work much easier, enabling your managers to focus on how to grow and develop their store and staff.

Customised dashboard precisely for your needs - always the right information at hand.





# Made for retail

"In the busy retail environment, having exactly the features that are relevant to retail, and making them easy to use, is paramount"

Henrik Ritlov, CEO, SameSystem A/S



## More sales

- > Always enough staff in busy periods
- > More time on the shop floor for managers
- > More focus on sales, less on administration



## Lower cost

- > Overstaffing in slow periods is avoided
- > Planning with salary percentage limits
- > Working hours automatically validated



## Employee satisfaction

- > All in the app - no misunderstandings
- > Easy handling of unforeseen absence
- > No stress about missing deadlines



## Save time

- > Salary data automatically exported
- > Digital Employment contracts
- > No human errors



## Management overview

- > Full and detailed overview of all KPIs
- > Results easily tracked on a daily basis
- > Clear forecasts and budgets



## Communicate

- > Chain-to-stores communications module
- > Instructions can be put into the schedule
- > Automatic warnings & reports to managers

# Hour optimisation

The right staff all the time.

SameSystem makes your stores plan according to when customers are in the store.

Advanced artificial intelligence predicts customer flow accurately, and using the budget and how many transactions a sales assistant can handle per hour, it tells you how many people need to be on the shop floor for each hour.

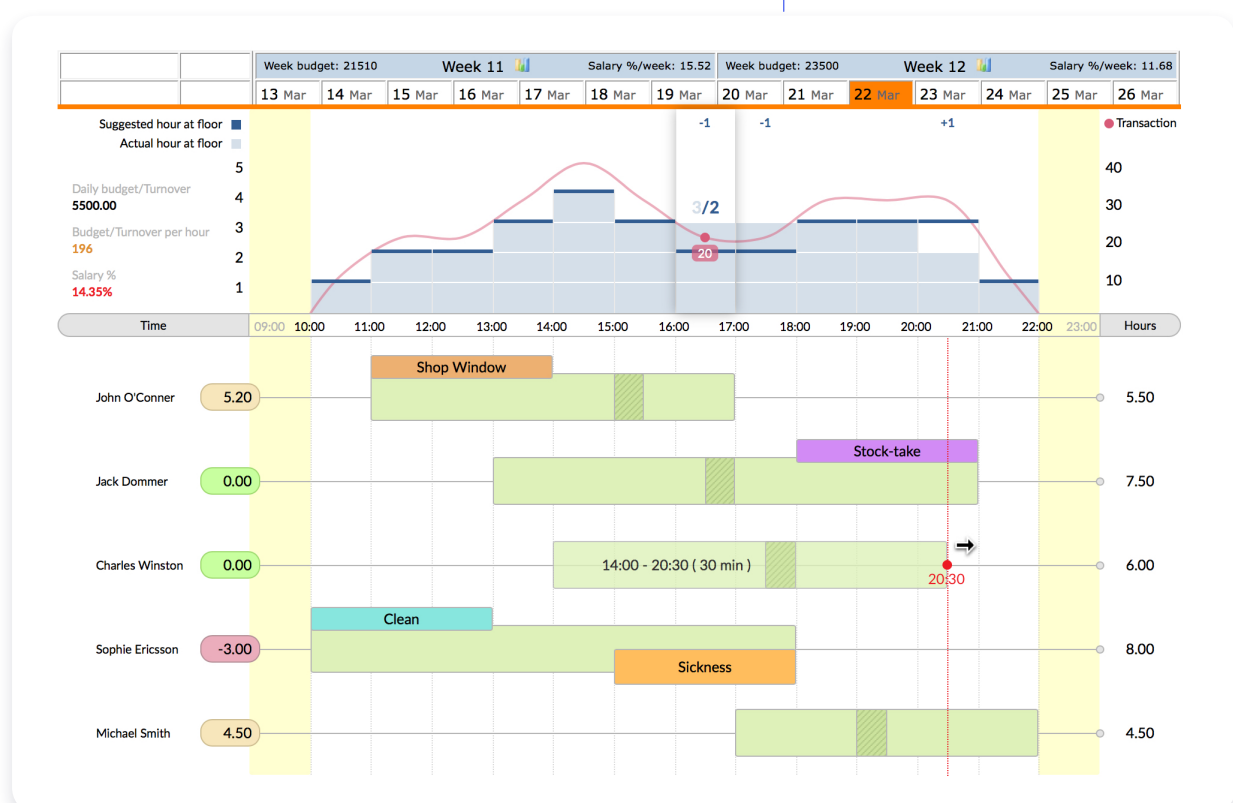
When an employee is completely or partly off the shop floor - for instance checking inventory - a Task Management System will make sure the planning take this into account.

Personal productivity factors can be applied, making for instance a trainee count as less than an experienced sales assistant.

Your company's specific wishes, like minimum staffing levels that should always be met, will also be set up.

District managers are notified automatically, beyond a de minimis threshold you decide, if a store is not planning according to flow - so once hour optimisation is enabled, you are guaranteed that all stores are perfectly manned in the future!

With SameSystem, staff work when they are needed according to customer flow





# Perfect retail **tools**

With SameSystem, there is no confusion: the only valid schedule is the one you see in the mobile app, or from a browser.

Every day, all shifts are confirmed by the store manager, so there is no doubt that the plan matches what actually happened.

Store managers schedule easily by rolling out templates made specifically for their department - and then use their personal insight about the current period and staff to optimise the plan before releasing it.

If any rules are not met, for instance related to collective agreements, managers are automatically warned. All rules are set up to your specific wishes.

When the plan is released, all employees receive a notification telling them they need to log in and confirm the plan. The store manager can at all times see who has or hasn't confirmed.

If the schedule is modified later on, affected employees are prompted to confirm they have seen the change as well.

All employees can see the actual schedule when they want in the iOS or Android apps, as well as by logging in from a browser. Any changes to the schedule are updated within seconds on all devices.

You can also - if so wished - let staff see their current hour balance.

In daily operations the system helps the store manager with both daily and occasional tasks:

➤ If a **shift cannot be filled from the get-go**, the manager selects which employees to offer the shift to, who instantly receive a link to confirm. When the employees have responded, the manager selects the preferred employee to fill the shift. The schedule updates automatically, and employees are informed of the change.

➤ It is easy to register when **staff is lent out to another store**, and the schedules are automatically updated, making sure that salary costs are put on the right store.

➤ If an **employee is ill**, SameSystem automatically sends a text message to all employees who are not working, with a link to instantly confirm their availability. The store manager selects which available employee should come, everyone is notified if they are chosen, and the schedule is automatically updated.

➤ If an **employee arrives late**, the time is updated, and it is clear in the schedule that the employee was late. At any time the store has documentation on exactly when and by how much staff members arrived late.

# Attendance planner

With SameSystem the needs of the store determine if an absence request is approved.

SameSystem uses advanced artificial intelligence and budgets to predict how much staff is needed on a specific day.

When considering an absence request, the manager will see how much staff is needed, if other absence has been approved, and how much staff is off duty.

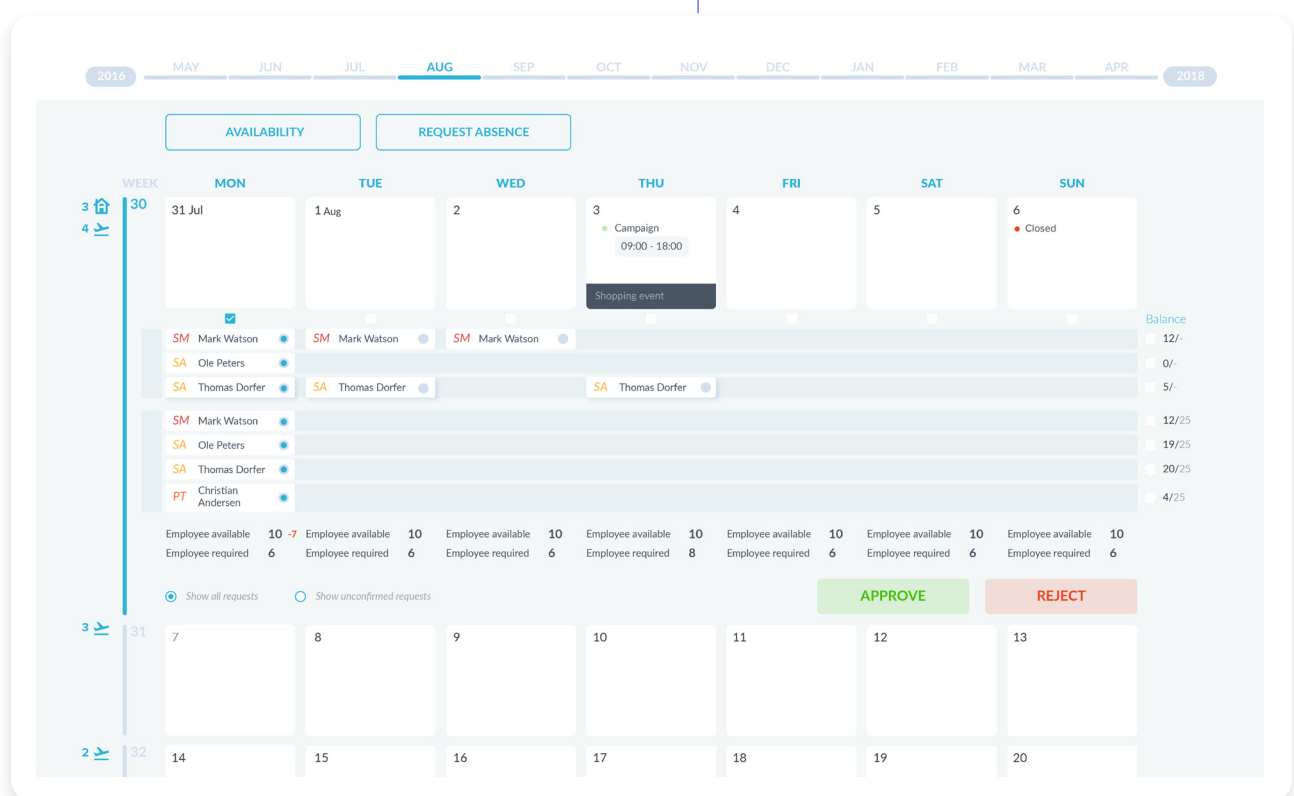
As a result, the Store Manager knows if the optimal manning is still possible if the request is approved.

Events are also shown in the overview, so the Store Manager can consider if more or all employees should be available for the event.

Employees can indicate when they are not able to work, as well as send absence requests, from the mobile app. When a request for absence is considered, and when the work schedule is made, the Store Manager will know they are not available.

Overall rules can be defined from headquarters, for instance preventing store managers taking time off in the Christmas period.

The Store Manager has the right information at hand to make a decision based on the needs of the store





# iBeacon - Time Registration

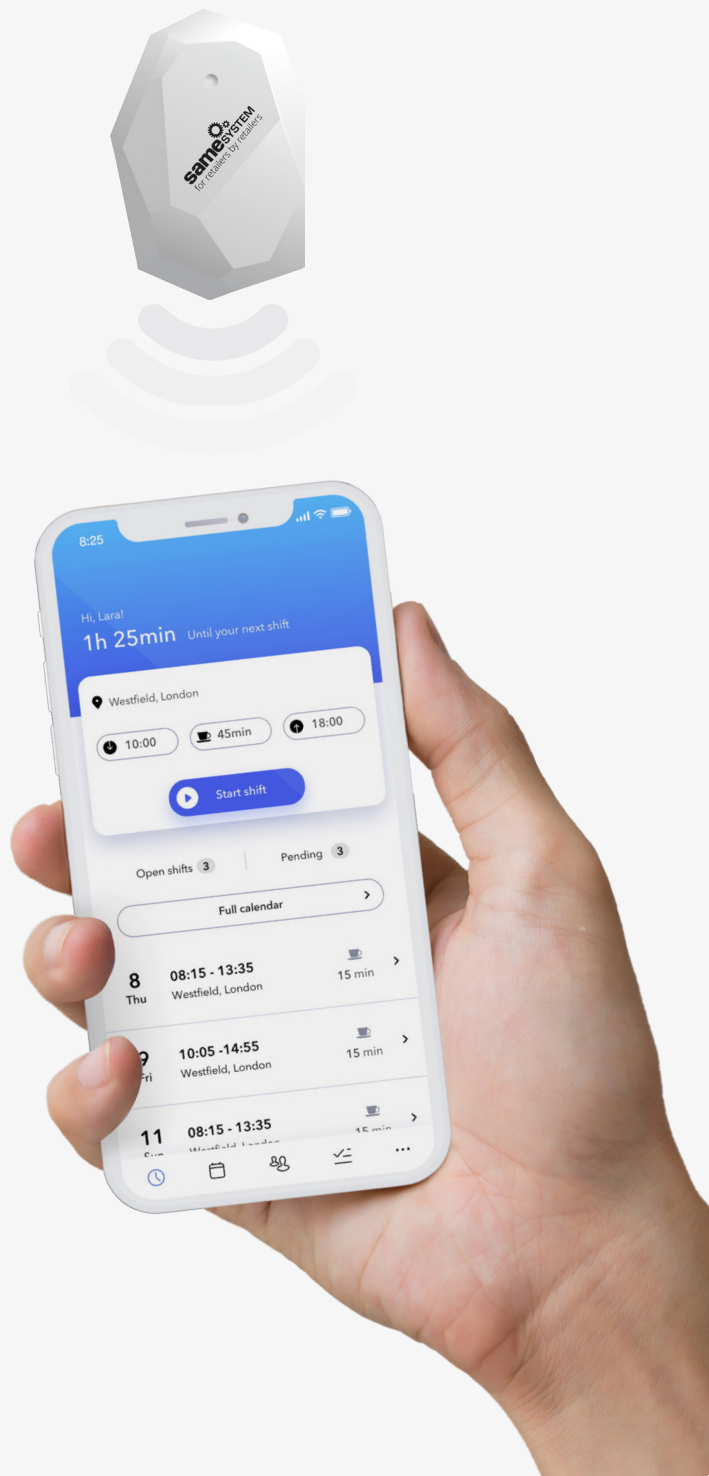
Time registration guarantees that the schedule and actual working hours are identical.

iBeacon is a groundbreaking technology to handle time registration. It makes it convenient, saving precious time, while preventing logging in for others.

④ With iBeacon, employees **register attendance with a single push** in the app, both when arriving, departing, or going for a break.

④ **Everything is automatic**; the app knows if you are arriving for work in the morning, or going for a break in the afternoon.

④ If employees **leave at a different time** than scheduled, they are required to write a reason before they can clock out.



# Accurate **budgets** made easily

The traditional time-consuming calculations of monthly and daily budgets require detailed knowledge of the stores, but also extensive data from multiple sources.

SameSystem's artificial intelligence calculates very reliable monthly and daily budgets with formulas based on neural networking, analysing several years of turnover and transactions of the individual store. It accounts for factors like what weekday it is, and if it is at the beginning or the end of the month.

The expected turnover and traffic flow of upcoming events is also very precisely predicted, based on the history of similar events.

The advanced calculations make SameSystem suggest budgets that account for the exact composition of the month; shifted days, closed days, events, and other determining factors. You enter the expected company-wide growth, after which all budgets will be in place, and the store manager can plan accordingly.

Neural Network-based  
artificial intelligence  
calculates accurate budgets

Year < 2018 >

Planning calculations

Already calculated

Monthly salary budget

Month	Index	Calculated
January	100.00	412,857.09
February	100.00	318,361.86
March	101.28	477,987.59
April	99.22	566,773.30
May	94.00	782,377.44
June	96.16	549,999.99
July	100.00	403,304.52
August	100.00	488,226.29
September	100.00	569,584.54
October	100.00	545,328.38
November	100.00	541,953.71
December	9.59	38,443.85
Index	92.94	Sum
		5,695,198.56

Recalculate

Month < June >

Planning calculations

Already calculated

Daily salary budget

Choose type of turnover to be used ☒ Turnover ☐ Turnover (Date)

Index

18-06-2017	11,568.87	17-06-2018	<input checked="" type="checkbox"/>	S	11,106.61
19-06-2017	28,500.95	18-06-2018	<input checked="" type="checkbox"/>	M	27,362.12
20-06-2017	21,562.53	19-06-2018	<input checked="" type="checkbox"/>	T	20,700.95
21-06-2017	30,229.29	20-06-2018	<input checked="" type="checkbox"/>	W	29,021.40
22-06-2017	25,353.27	21-06-2018	<input checked="" type="checkbox"/>	T	24,340.22
23-06-2017	16,187.50	22-06-2018	<input checked="" type="checkbox"/>	F	17,758.39
24-06-2017	16,187.50	23-06-2018	<input checked="" type="checkbox"/>	S	17,624.96
25-06-2017	9,502.24	24-06-2018	<input checked="" type="checkbox"/>	S	9,122.55
26-06-2017	17,248.25	25-06-2018	<input checked="" type="checkbox"/>	M	16,559.05
27-06-2017	24,512.51	26-06-2018	<input checked="" type="checkbox"/>	T	23,533.05
28-06-2017	29,556.66	27-06-2018	<input checked="" type="checkbox"/>	W	28,375.65
29-06-2017	25,413.56	28-06-2018	<input checked="" type="checkbox"/>	T	24,398.10
30-06-2017	38,696.18	29-06-2018	<input checked="" type="checkbox"/>	F	37,149.98
01-07-2017	23,052.72	30-06-2018	<input checked="" type="checkbox"/>	S	22,131.59
Sum	578,804.29	95.02%			549,999.99

Reset 

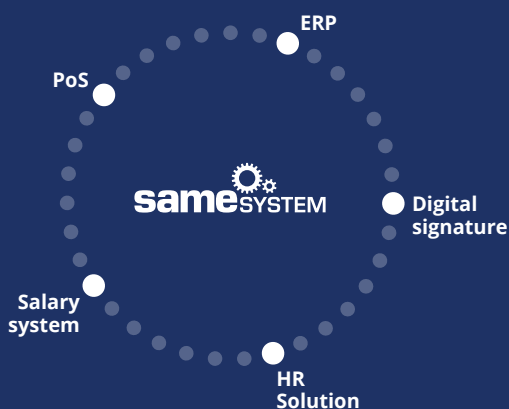
Auto index



# Lower costs and better processes

SameSystem's scheduling is deeply integrated with tools for the finance, HR, and communication departments.

This creates a strong synergy, which results in significantly better planning. In the same way, it decreases workload for HR and payroll and gives those running the company vital information through analytics.



SameSystem integrates and connects with your ERP, PoS, Salary systems, and other IT-systems. This reduces time-consuming and repetitive work and means that data in SameSystem is always in real time.

The many integrations will save time for both store staff and the HR department, while eliminating human error.

Tailor-made data for your company's salary system is easily exported, and detailed sales numbers automatically imported from your PoS allows you to effectively monitor and work with KPIs.

The reporting in the system is extensive, and essentially any report or statistic that is useful for HR or finance can be pulled. All reports can be set up as subscriptions - eliminating regularly going into the system to pull the same data.

Reports include:

- ⌵ Productivity report
- ⌵ Deviation and stress report
- ⌵ Time registration report
- ⌵ Sickness and absence report
- ⌵ Sales forecasts
- ⌵ Wages compared to budget and sales

## WUNDERWEAR

“When we switched to SameSystem, we realized **the opportunities were wider** as we, for instance, were able to integrate our schedule sheets directly with our payroll system”

Peter Høyer, Director

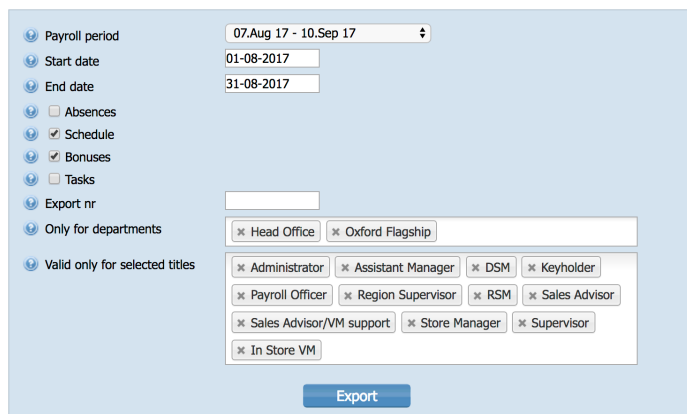
# Automatic **salary** handling

Traditional salary-calculation and reporting is stressful and time-consuming for both store managers and HR departments.

SameSystem makes salary runs easy and efficient: a schedule that is updated, complete and approved is already in place, and we set up all salary supplements and

any collective agreements being followed, so correct wage data is exported to your salary system with just a couple of clicks.

Branch Managers have the option to revise the information and the payroll office can, in a manageable overview, see which branches have approved the wages.

A screenshot of the SameSystem salary export interface. It features a sidebar on the left with a list of settings: Payroll period, Start date, End date, Absences, Schedule, Bonuses, Tasks, Export nr, Only for departments, and Valid only for selected titles. The main area contains input fields for 'Payroll period' (07.Aug 17 - 10.Sep 17), 'Start date' (01-08-2017), and 'End date' (31-08-2017). Below these are checkboxes for 'Absences', 'Schedule', 'Bonuses', and 'Tasks'. An 'Export nr' field is also present. The 'Only for departments' section shows a list of departments: Head Office, Oxford Flagship, and others. The 'Valid only for selected titles' section shows a grid of job titles: Administrator, Assistant Manager, DSM, Keyholder, Payroll Officer, Region Supervisor, RSM, Sales Advisor, Sales Advisor/VM support, Store Manager, Supervisor, and In Store VM. An 'Export' button is at the bottom right.

**Salary  
system**

③ No one has to do salary calculations, saving valuable time.

③ Human error is a thing of the past, and most inquiries from staff about salary payouts are prevented.

③ If employees use more annual leave days than they have accrued, SameSystem can automatically export the wage type that is used for reduction in wages.

③ The salary export automatically takes all parameters into account and calculates how they will impact final salary payments - for example, how many hours the employee has worked, at what rate, bonus hours, overtime pay, vacation, leave of absence and maternity leave.

③ No matter how complex the structure of salary codes is, SameSystem will automatically provide correct salary codes on all transactions.

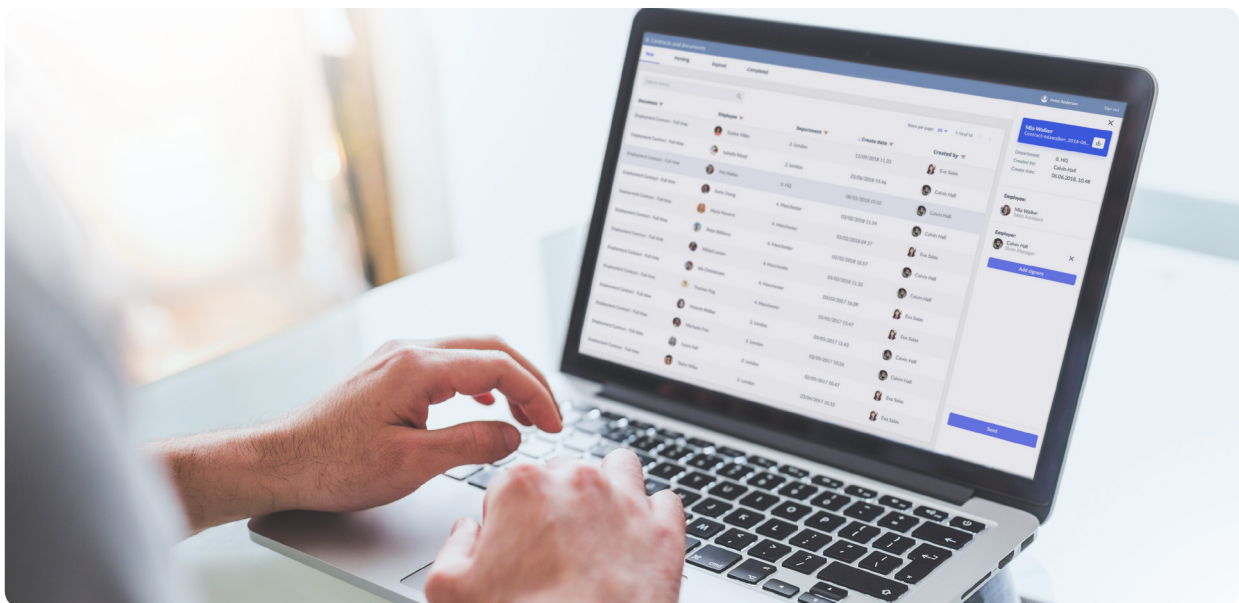


# Quick and error-free **contract** processing

With SameSystem there is no need for physical employment contracts.

SameSystem makes contract handling much easier for both the employee and the HR department. You avoid paperwork, and having physical archives of contracts which is regulated by complex legislation.

Once you have uploaded contract templates, SameSystem can handle all contracts and addendums in the future.



⌚ Contracts are created with one click. All data about the employee is taken from the system, including the title and start date. You can send the contract digitally to the employee, who can sign using digital signature. The signed contract is stored in SameSystem, and you don't need a physical copy.

⌚ When changing, for example, an employee's working hours or salary, an addendum can be automatically produced and sent.

⌚ You can access the full history of an employee's contracts and addendums in the system, no matter how far back they go or how many changes have been made.

⌚ We set up who can see and work with the contracts.

⌚ With contracts created from data, you avoid errors from manual input.

# Staff performance and satisfaction

Happy employees focus on their primary jobs, sell more, are better colleagues, and stay longer in the company.

The SameSystem app makes the life of the employees much easier. They always have the current schedule and key numbers on their phone. Misunderstandings about working hours or payouts are a thing of the past, and they know who they will be working with and what tasks they need to complete.

When the manager makes requests about unfilled shifts, notifications from the app will alert them, and they can immediately approve,

or let the manager know they are unavailable.

Store Managers will find that administrative tasks are handled easily and efficiently, enabling them to spend more time on the shop floor and less at the desk. Their daily work is greatly improved by all the tools tailored for retail, solving even complex situations quickly and easily.

As they always plan according to predicted flow and sales in the store, they will find it easier to meet both sales expectations and cost limits, while being confident that the planning lives up to all standards defined by management.

# HR Tools

SameSystem is being used by some of the largest retailers in Europe, and has continuously been expanded with more tools to assist the HR department - the automatic salary calculation and reporting, the contract module, and the benefits to employee satisfaction previously described are just some of the immediate benefits.

## **Database**

SameSystem contains a complete database of all employees, where all essential information like wages and personnel records, together with any data specifically related to your company, is stored. With SameSystem's integrations, employees that are created in the payroll system can also be automatically imported.

## **Automatic updates to working conditions**

Any kind of automatic updates - for instance changing title or pay depending on seniority - can be done automatically or with system-wide or more specific batch updates.

## **Work hours and annual leave balance**

Any change to the schedule will automatically update each employee's balance of both working hours and annual leave. It is even possible to show the balance in the schedule, so employees don't have to ask about it.



## Absence overview

The absence overview gives you a total overview perfect for both confirming data exported to your payroll system, and finding abnormal absence patterns.

It is possible to define searches to the smallest detail: periods, days of the week, branches, positions, employees as well as types of absence. You always have documentation on all absence, for instance by how much and how often an employee has been late for work.

You are automatically notified when there are sick days that are eligible for reimbursement.

## Reporting

Authorities in most countries require an extensive amount of data to be submitted, for instance, statistics on trade - the larger the organisation, the more data is usually required.

SameSystem will automatically export all the data required, saving both time and worries.

All reports can be set up as subscriptions and sent to you automatically

	④	④	④									July							August					September				
Name	Days	Days FTE	Hours	Mon	Tue	Wed	Thu	Fri	Sat	Sun	26	27	28	29	30	31	32	33	34	35	36	37	38	39				
555006 - Shop Nord	156	68.57	507.40	19	18	25	21	21	36	16	1	8	10	15	12	13	15	12	15	14	17	15	6	3				
Emily Taylor	10	0.00	0.00	1	2	2	1	1	3	0	0	6	1	0	0	1	0	0	0	1	0	0	1					
Free Day	10	0.00	0.00	1	2	2	1	1	3	0	0	6	1	0	0	1	0	0	0	1	0	0	1					
Isla Williams	20	14.62	108.20	2	2	2	3	3	7	1	0	1	1	0	1	0	0	1	7	6	2	1	0	0				
Course	2	2.30	17.00	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0				
Free Day	5	0.00	0.00	0	0	0	0	0	5	0	0	1	1	0	1	0	0	1	0	0	0	1	0	0				
Holiday	13	12.32	91.20	2	2	2	2	2	2	1	0	0	0	0	0	0	0	0	7	6	0	0	0	0				
Sophie Miller	23	17.51	129.60	2	2	3	3	3	8	2	0	0	0	1	1	0	6	7	5	0	0	1	0	1				
Free Day	5	0.00	0.00	0	0	0	0	0	5	0	0	0	1	1	0	0	0	0	0	0	1	0	1	1				
Holiday	18	17.51	129.60	2	2	3	3	3	3	2	0	0	0	0	0	0	6	7	5	0	0	0	0	0				
Mia Walker	33	25.08	185.60	5	4	5	4	4	8	3	1	0	0	7	5	0	1	0	1	0	7	7	3	1				
Free Day	4	0.00	0.00	0	0	0	0	0	4	0	1	0	0	0	0	0	1	0	1	0	0	0	0	1				
Holiday	29	25.08	185.60	5	4	5	4	4	4	3	0	0	0	7	5	0	0	0	0	0	7	7	3	0				
Alice Lee	70	11.35	84.00	9	8	13	10	10	10	10	0	1	7	7	6	6	7	6	7	7	7	7	1	1				
Free Day	4	0.00	0.00	1	0	3	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	1				
Illness	45	0.00	0.00	6	5	6	7	7	7	7	0	0	0	0	0	4	7	6	7	7	7	7	0	0				
Holiday	21	11.35	84.00	2	3	4	3	3	3	3	0	0	6	7	6	2	0	0	0	0	0	0	0	0				

## Communication

SameSystem communicates to employees through a range of communication channels. News is shown directly in the app, employees are reached by e-mail, text messages, and app notifications, and responsible managers are automatically informed of situations that require attention.

Management can put events into the schedule, which will be seen by all employees both in daily operations, and when doing the planning.



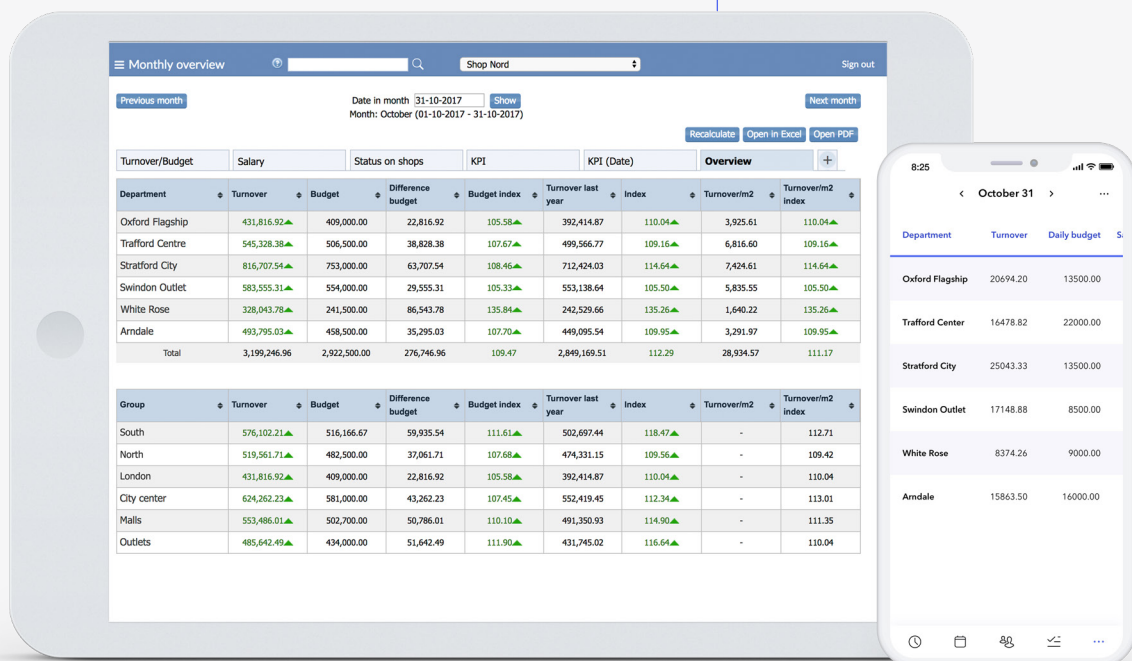
# A complete overview everywhere

Management have a full and detailed overview of all KPIs, and can easily track the results of all departments and districts on a daily basis, from both a desktop and the mobile app.

All data is updated real-time, and management will always see fully updated numbers.

SameSystem's analytical tools trace and save everything, give clear forecasts of the future, and inform for instance when salary costs are too high.

Full and detailed overview of all KPIs, no matter where you are. You can customise the overview to your needs.



A person is seen from the side, working on a laptop. The laptop screen displays a complex data dashboard with various charts and tables. The person's hand is visible, pointing at the screen. The background is a blurred office setting.

## RALPH LAUREN

"SameSystem is now successfully implemented and provides a **perfect overview of all our departments.**"

Dennis Hansen, Concession Manager

# DAY

BIRGER ET  
MIKKELSEN

"I now have a **great tool in my everyday life** - making it possible for me to respond to fluctuations in turnover and labour."

Peter Henriksen, CEO

# All the newest tools



## **Future-proof**

As the retail business is constantly developing, we always make sure you stays ahead, adding new functions and tools developed together with our partners and customers. SameSystem is a complete solution: all functions are included and you will always have state-of-the-art retail workforce management.



## **Online**

SameSystem is a hosted solution, and you have no need for special hardware or server capacity. All that is needed is an internet browser, or the SameSystem iOS or Android app.



## **Secure**

SameSystem servers have the highest level of security, and we offer 2-factor authentication as added protection. All data is kept in accordance with the EU Data Protection Directive taking effect in 2018, and we always make sure your data is safe and stored according to legislation.



## **Support**

Our professional support is very important to us, and it scores a 99% satisfaction rating, with a response time of less than 12 seconds. It is available in 12 languages and is of course free for all our customers.



# Implementation

We always achieve a smooth implementation of SameSystem.

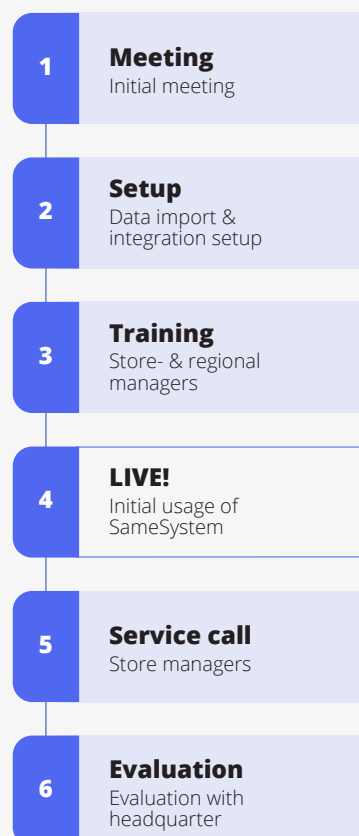
Together with your administration team, we will match the system to your profile. We import all your stores, employees, and key figures using your current software solutions, completely without manual effort from your side.

We visit your branches and conduct training courses, to guarantee the best possible experience. We have specific training for

administration, regional managers, and branch managers. In the first period, all branch managers will be closely supervised by our Customer Success Team, who will make service calls and ensure everyone is on board.

With pro-active support we always take control of the situation and make sure the administration is updated on the progress.

## Implementation plan:





"The implementation **process has been really easy**, and everything went fantastically well."

Thomas Just Rasmussen, COO

We are ready to answer your questions.

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