

PARTNER ECOSYSTEM

RESOURCE GUIDE



The iQmetrix Partner Ecosystem is a value-add support system of expert solutions that help telecom retailers in every facet of their business. With over **40+ partners** and counting, ecosystem is constantly growing so that retailers in the industry can adapt and prepare for what the future of telecom holds.



MARKETING PARTNERS

Our Marketing Partners encompass everything from digital, social, outreach strategy, to content and messaging, and online reviews. As today's customer is more industry-aware and savvy with their purchasing decisions, our partners help bridge the gap between you, your customers, and revenue generating loyalty. Successfully execute a marketing strategy with one of our partners, below, to help your business better service clients and prospects.



Chatterspot provides a digital, end-to-end Customer Relationship and Online Review Management System, customized for telecom retailers. Chatterspot ensures your retail locations are not only retaining their current customers but are also driving new customers.

Chatterspot's Customer Relationship and Online Review Management System follows proven steps to ensure your retail locations success:

1. We build a customer and prospect advertising database for your business
2. We create a strategic advertising strategy
3. We execute the advertising strategy on your store locations behalf
4. We implement our proprietary Automated Email-to-Text and Two-Way-Text Technology to increase sales opportunities
5. We ensure you receive positive online reviews utilizing our proprietary Online Reputation Management Technology
6. We track your Return on Investment to adjust our strategy as needed to increase your success

TracPoint provides innovative digital marketing programs and services for multi-location retailers.

Easily manage and grow your social media presence, take control of your online reviews and reputation, generate post sale surveys, promote your business with trackable digital promotions, and more.

REVIEWS GENERATOR

REVV allows you to deliver a post-sale customer experience survey automatically through RQ. This survey data allows you to monitor a sales rep's performance and drive satisfied customers to easily leave online reviews.

- Increase your positive online reviews by over 500%
- Decrease negative reviews by up to 70%
- Rate and rank your employees based on the customer experience they deliver

DIGITAL COUPONS AND PROMOTIONS

Create beautiful, trackable digital coupons & promotions for all your digital marketing needs with our drag n drop designer. See redemption rates of your offers with robust analytics and increase your sales!

- Easy to use drag and drop designer tool. Create a custom coupon in minutes
- Let your promotions go viral with the share widget and allow your customers to easily share offers to friends and family
- Serialized coupons & barcodes for one-time redemption and tracking, integrated into RQ
- Distribute your coupons through all media including web, email, SMS, social media, and print

SOCIAL MEDIA MANAGEMENT

The TracPoint - Rallio Social Media Platform is designed to make managing your social media across all your locations simple and impactful. With this innovative service, you can easily manage your social media presence from one central login. Harness the power of social media to grow your business with this powerful integration.

- Easily post content to all locations, markets, regions or specific locations
- Access post-ready content created by brands you carry
- Manage and respond to all online reviews
- Promote your business with integrated Facebook Advertising

PROGRESSIVE WEB APPS

TracPoint Apps is a Progressive Web App platform that provides businesses of all sizes with a feature rich and affordable solution to deploy your own beautifully designed custom branded app. Your App is easily loaded onto your customer's device at the point of sale, making your store their store.

- Your brand on your customer's home screen
- Quick install of your App on your customer's device
- Digital Business Card in App for one button contact to Sales Rep
- Digital Coupons & Designer included

The leading sales enablement platform for telecom retail, Statflo enables your front-line associates to engage, retain, and grow your customer base over business text messaging.

Trusted by over 3,500 retail locations since 2012.

HELP YOUR CUSTOMERS ADJUST

Proactively engage customers over their preferred method of communication

Drive curbside pickups, enable appointment booking, and coordinate drop ships over text

MAKE CUSTOMER OUTREACH EASY AND SAFE

Reduce the number of browser tabs and web apps to manage with single sign-on

Reduce your legal risk and protect your brand with a compliance engine that filters out profanity and inappropriate content

GET MORE BUSINESS DONE OVER TEXT

Get 22% same-store conversion, <1% opt outs, and a 42% response rate

Integrate existing tools and technology and send secure content over text

Keep up with telecom retail's rapid pace of change with Statflo:

TRANSFORM™

The leading product to make retail data actionable and accurate

Create better campaigns, clean historical records, and calculate sales made from sales rep activity

SMART LISTS™

The most accurate way to target the right customer at the right time

Powered by an algorithm trained by millions of retail interactions that resulted in a sale

RETAIL CONVERSATIONS™

The leading platform for retailers to do compliant 1:1 SMS outreach, at scale

Loved by retail associates who sold more using millions of two-way, local conversations

AUDIT™

Get the visibility you need into your front-line associates' activity

Ensure texts are being sent, calls are being made, and use the audit trail of results to coach to the right behaviors

The most flexible outreach management platform in telecom retail that meets the strictest standards for storage, privacy, and security.

Visit get.statflo.com/industry-address to book a demo.



SUPPLY CHAIN PARTNERS

Supply Chain Management Partners allow you to take control, organize, and improve your work and deliver greater results. These partners offer efficient inventory management, address issues of complex supply chains. Their expertise helps retailers navigate the competitive landscape while simultaneously dealing with rising customer demands and expectations. If you're looking for a way to stand out in the retail space, your fulfillment process and exceptional ability to deliver can set you apart from others.

As the name implies, we are a full-service supplier to the telecom retail market. We manufacture and distribute a full line of best-in-class wireless accessories. With our factory-direct model, One Source is able to supply our partners with extremely competitive pricing while supplying these top-tier products. Our premium line of accessories include chargers, screen protection, portable power, cases, Bluetooth-enabled items, and more.

VMI

- With VMI integration we can manage your inventory levels making sure that the product you need is exactly where you need it, so you never lose a sale.
- Our system closely monitors your inventory and accounts for seasonal fluctuations, constantly verifying the health of your inventory. This not only makes sure that you are not under-stocked, but also that you aren't over-stocked and left with stale inventory.
- Our flexible system gives you options from manual to fully-automated for order approval settings. Be assured that all orders are reviewed by your dedicated VMI specialist before they are shipped.

DROPSHIP

- We offer same-day shipping and utilize multiple carriers to assure prompt, quick, and economical order delivery.
- One Source products are always priced competitively and are not listed on online marketplaces, allowing you the pricing freedom without having to worry about online competition.

The Benefits of a One Source Partnership

EASY & TRANSPARENT TRANSACTION DETAILS

Your accounting department will love us. Our built-in tools make reconciling invoices and transactions simple, freeing up your accounting department's time while allowing you to focus on growing your business.

USER-LEVEL PERMISSIONS

Allow your store managers to place orders for review using our monitored buying feature. Orders will be queued for approval before processing.

MULTI-CART SHOPPING WITH ACTIVE CARTS

A streamlined retail experience makes shopping for multiple locations a breeze with multi-cart shopping options. You can also import your order from a CSV file.

RQ SKU EXPORT

Never worry about improper mapping of new items with our RQ SKU Export tool. It allows you to select specific SKUs and export to an excel document designed for easy import into iQmetrix's retail management and point-of-sale solution, RQ.



VoiceComm is the premier accessory distributor for the North American market. Our diverse, high-profile product portfolio—coupled with our commitment to serve—has made us the go-to destination for wireless accessories.

We focus on what's important for telecom retailers. This strategy has allowed us to develop and launch world-class programs like VMI and Dropship to help our partners grow sales and reduce costs.

OPTIMIZED INVENTORY MANAGEMENT

VoiceComm's customized VMI program eases inventory fears and frees up time by allowing us to manage your accessory inventory.

- Transparent sell-through data
- Flexible level controls to streamline analysis and adjustments
- Automated replenish and stock-balance processes
- Detailed monitoring and reporting performed by designated specialist

ELIMINATE LOST SALES. WE'LL COVER THE LOGISTICS.

VoiceComm's Dropship program digitally expands your accessory inventory with top-selling brands, effortlessly solving the problem of limited selection and limited choice.

- Offer 40+ industry-leading mobile accessory and CE brands in VoiceComm's catalog
- Fulfillment lifecycle of every order monitored by designated specialists
- Deliver a better customer experience and increase your bottom line

THE FUTURE OF RETAIL.

Online shopping meets the in-store experience. You can now give customers the choice and convenience they demand, with the expertise and service they can't find online.

What is Dropship?

iQmetrix Dropship allows your in-store customers to browse and buy a wide variety of virtual merchandise, not stocked in your store.



WHAT CAN DROPSHIP DO FOR **YOUR COMPANY?**

- Expand your product offer
- Eliminate missed sales



WHAT CAN DROPSHIP DO **FOR YOU?**

- Increase your sales and commission
- Help you find products quickly and easily



WHAT CAN DROPSHIP DO FOR **YOUR CUSTOMERS?**

- Provide more product choice
- Combine online convenience with in-store expertise

75%

of consumers **prefer to shop in-store**

22%

of shoppers aged 18-24 **shop in-store because of the experiences**

73%

of customers start their shopping experience online, but ultimately **want to purchase in-store**

Give customers what they want. Put more money in your pocket.

If they want it, you've got it! Say yes to every customer with thousands of products to choose from and put more commission money in your pocket.

Managed Inventory Is More Critical Than Ever

Tessco's Vendor Managed Inventory (VMI) program is proven to drive increased productivity, profitability, and sell-through for retailers in the wireless accessory business.

SKU & TARGET SETUP

Setup forms make SKU creation in RQ simple. Inventory targets are established based on your store velocities and preferences.

AUTO ORDER UPLOAD

POs are uploaded directly into RQ. Backorders are automatically removed and your demand is reserved. Review and edit your POs, if desired.

PRODUCT SALES

Intelligent demand software adjusts inventory targets up or down based on sell through data.

OFFER OPTIMIZATION

Tessco provides data driven offer recommendations through monthly planogram reviews.

PROGRAMS FEATURES

Transaction Management

- Inventory management using software integrated with iQmetrix
- Orders uploaded into RQ on the day(s) of your choosing
- Unique "Target" system that adjusts regularly based on each store's demand

Inventory Sell-Through

- Top selling product recommendations based on sell-through data
- Quickest access to accessories via an exclusive reservation program
- Monthly RMA suggestions uploaded directly into RQ
- 90 day return rights
- SKU discontinue suggestions based on actual performance

PROGRAM BENEFITS

- Tessco GoConnect™ mobile training program included, free of charge
- Free 3-day shipping for mainland USA on orders of \$100 or greater
- Regular CPFR call with tenured Tessco vConnect team
- Business intelligence notes provided to help you grow your business
- Reduced time spent on order entry
- Increased availability and sell-through
- Minimized stock outs
- Monthly pricing updates to promote accurate invoice reconciliation

To learn more visit www.tessco.com/go/vconnect

To set up a consultation with a Tessco vConnect Expert: Contact your Tessco Account Rep



RETAIL INTELLIGENCE PARTNERS

Retail Intelligence Partners are focused on streamlining the volume of data being generated in your business, to create usable insights which makes it easy for you to understand the customer inside and out. Our Retail Intelligence Partners offer the latest technologies, so you can understand where shoppers are going and what they're purchasing.

Put everyone on the same page

Intelocate is the fastest and easiest-to-use system on the market today to report and resolve issues, incidents, and queries arising in retail and real estate locations.

Specifically designed to support organizations with reduced headcount, Intelocate can optimize operational costs. Not only that, but this robust platform achieves efficient Issue Resolution Management across any number of physical retail and support locations, head office, vendors, and contractors. All retail channels are working together to provide efficient retail experiences to customers, no matter where they shop.

With no software installation necessary, Intelocate is remarkably easy to set-up and the pre-set retail-specific management attributes. This means that any organization can be operational on the Intelocate system and start seeing impressive efficiency improvements within one week of launch.

Envision®

Imagine monitoring activity across all of your locations and each of your camera views from one device—instantly.

Envision's Telecom Retail Solution Suite allows you to do just that! Access live and recorded video from multiple camera views and locations. Features like motion search and advanced filtering make it simple to proactively monitor employee performance, customer behaviors, and operational efficiency.

Empower your staff to maximize opportunities with increased visibility into the behaviors that significantly impact results with video-integrated transaction reporting.

Rest assured knowing that your stores are being protected with Envision's Managed Video Solution. Whether it's theft, fraud, procedural compliance, or an employee dispute, Envision gives you the tools and the data you need to protect your business and your bottom line.

REBIZ

Strengthen Your Business with ReBiz's Datacam

What is Datacam by ReBiz?

ReBiz specializes in developing advanced data reporting technologies for business. Our products are designed to enhance business management by analyzing invaluable information.



Datacam, our acute surveillance system, continuously monitors your business to provide insightful reports on:

VoiceComm's Dropship program digitally expands your accessory inventory with top-selling brands, effortlessly solving the problem of limited selection and limited choice.

- Offer 40+ industry-leading mobile accessory and CE brands in VoiceComm's catalog
- Fulfillment lifecycle of every order monitored by designated specialists
- Deliver a better customer experience and increase your bottom line

TIMECLOCK

This feature includes an employee clock-in portal and intuitive reporting:

- Prevent payroll errors
- Track schedule inconsistencies
- Hold employees accountable

HOW OUR SYSTEM CAN HELP YOU

- Businesses everywhere have adjusted daily operations to prioritize health and safety during the COVID-19 shutdowns. ReBiz is here to help as you implement new procedures and extend remote work.
- In addition to on-site surveillance and reporting, our Datacam monitoring system includes add-on options such as TimeClock and Loss Prevention. These features support businesses that are coping with reduced staff (and supervision) and remote employee compliance.

LOSS PREVENTION

This feature analyzes surveillance data to proactively protect your business:

- Identify suspicious behaviours
- Highlight irregular transactions
- Monitor erratic operations



TRADE-IN PARTNERS

Spur profit growth through cell phone trade-in that enable action, inspire loyalty, and propel brands into the future. Provide financial incentive for your customers to get that shiny new device or that accessory they've been eyeing.

Our Trade-In Partners offer a seamless mobile trade-in program with the fastest trade-to-sale capabilities to capitalize on the mobile lifecycle.



Phobio is the world's most trustworthy mobile and electronic device trade-in partner. Phobio trade-in programs elevate the customer experience and boost your bottom line.

- Competitive device pricing accelerates ROI
- Simple experience and exceptional customer support increase Customer Satisfaction NPS scores
- Flexible promotion management and reconciliation helps to drive trade-in volumes
- Guaranteed trade payment removes the fear of adjustments and increases sales rep confidence
- Robust reporting drives accountability



WARRANTY & PROTECTION PARTNERS

Warranty and Protection Partners can help clients with support and assist as they may need to replace a device if it's ever lost, stolen, damaged or defective. These partners will provide customers with peace of mind, knowing that they're covered should life's inevitable setbacks happen.



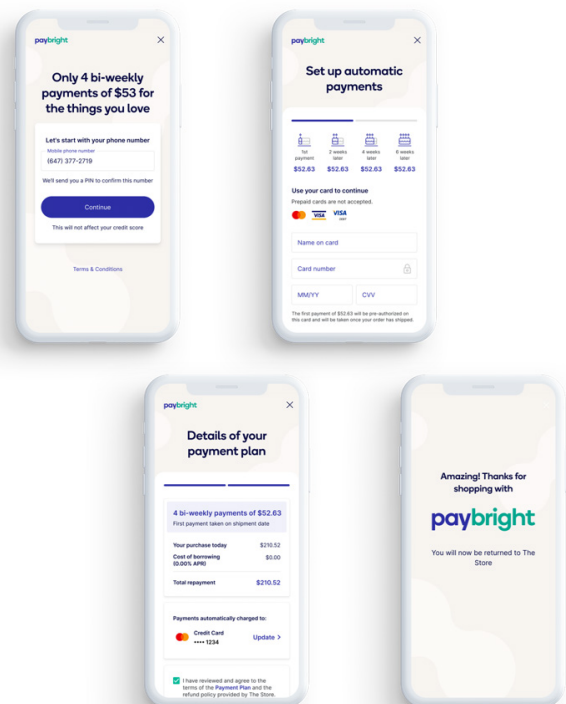


FINANCE & LEASING PARTNERS

Finance and Leasing Partners offer instant customers financing at the point of sale and enable your business to provide greater purchasing power to your loyal shoppers. With fewer barriers to getting the products they want, customers will always leave your store happy. Affordable monthly payments for customers—and your business still gets the full payment up front—means a better retail experience for all.



PayBright is Canada's leading provider of installment payment plans, trusted by 5700+ e-commerce and in-store merchants. After selecting PayBright as a payment method at checkout, shoppers can finalize their transaction in a matter of seconds, and pay for their purchase over time, using payment plans with interest rates as low as 0%.





WORKPLACE OPTIMIZATION

Knowing what your business is doing, in real-time, is essential. With Workforce Optimization partners, your store can increase efficiency on both a company-wide and individual employee level. Effective scheduling, real-time adjustments, strategic staffing, and traffic forecasting are essential to a thriving company and these partners fill the gaps to ensure you don't miss these crucial details.

When your store associates are focused and engaged, your sales performance and customer service increases substantially. Arcade helps telecom retailers keep all employees connected and motivated to succeed in their goals everyday.

With Arcade, retailers have an easy, scalable and effective means to communicate with employees with instant chat, file sharing and newsfeed engagement. On top of that, Arcade seamlessly connects to your iQmetrix, enabling you to motivate increased employee performance in real-time with dynamic sales contests, digital rewards and company-wide recognition. You're in full control, ensuring your team are 100% focused on the right things that move the needle for your business.

Arcade's mission is to build products that build people, by transforming the way companies relate, motivate & engage their workforce. They work with the worlds largest telecom retail providers to help lift sales performance, employee retention and overall store success by ensuring every employee is highly engaged.

Retailers using Arcade see an average lift of 20% in employee sales performance within 90-days!

EASIER COMMUNICATION

Instant chat groups and user management that map directly with your iQmetrix teams, making it simple to keep your company communication organized and effective.

GAMIFIED INCENTIVES

Keep your store associates constantly engaged in achieving sales goals with real-time, visually dynamic sales contests run through Arcade, automatically updating instantly from your iQmetrix. Real-time Rewards

REAL-TIME REWARDS

Give your employees instant gratification with Arcade reward points (like a loyalty program for your staff)! You can award employees digital points that give them the choice of instantly redeeming digital prizes from hundreds of their favorite brands (including cash cards from Visa).



Shiftlab is an AI powered, performance-based scheduling platform built for telecom retail. Maximize performance and employee engagement while driving incremental sales and optimizing labor costs all in one place.

Shiftlab is the performance-based scheduling technology built for telecom retail. With a team that has over 40 combined years of cellular experience, Shiftlab brings your labor strategy to life by maximizing performance and employee engagement while intelligently driving incremental sales and optimizing labor costs. In partnering with iQmetrix, we allow businesses to gather POS transactions and make real time staffing decisions. life by maximizing performance and employee engagement while intelligently driving incremental sales and optimizing labor costs. In partnering with iQmetrix, we allow businesses to gather POS transactions and make real time staffing decisions