UNIVERSITY

How Paladin Invests in Your Success

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October 21, 2025

WHAT YOU'LL LEARN

- Our mission
- A Hard Truth
- What is Software
- Necessary Solutions
- Why Paladin Data

Paladin's Mission

- Our mission is to promote communities by enabling local business.

- What does this influence?
  - Success metrics
  - Who do we need to support
  - Competitive stance
  - Pricing
  - Contracts
  - Products

What if

The only place to buy a hose connector for my kitchen faucet was online?

Most shoppers behave as if this were already true.

The Hard Truth

If Paladin Data is to succeed at our mission, we need to provide solutions that help our clients and partners address the hard truths of our market.

Because

- Every shopping journey starts online
- Every journey is assisted with mobile
- Retail giants grow through data perfection
- Technology is both a solution and risk

Truth

- E-commerce is not an option – it's a necessity
- Anywhere-anytime information is key
- Your product information must be connected
- You need robust and affordable IT

We are building a path forward

Do Something

If your mission includes serving your community with jobs, a stronger economy and financial security for your family, how are you going to address the hard truths of our market?

If you believe this truth:

- E-commerce is a necessity
- Anywhere-anytime information is key
- Your product information must be connected
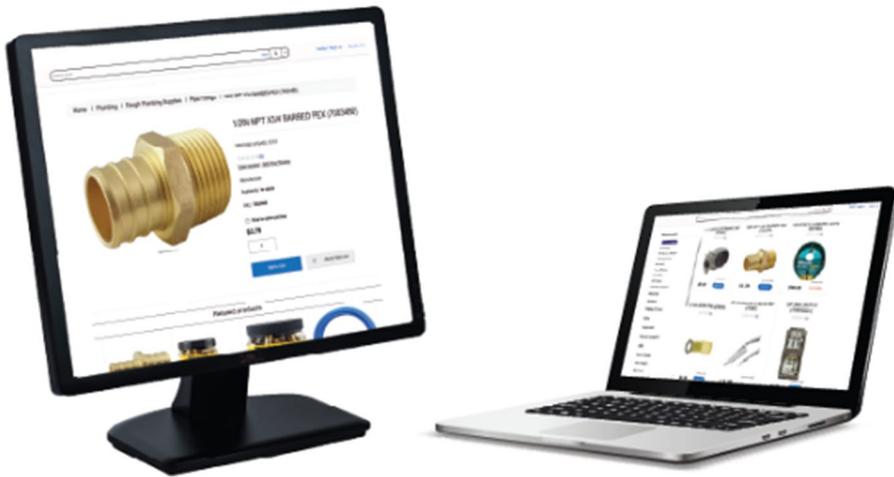- You need robust and affordable IT

Do Something

- PaladinShop™
- PaladinGo™
- PaladinPOS™
- Paladin Managed Services™
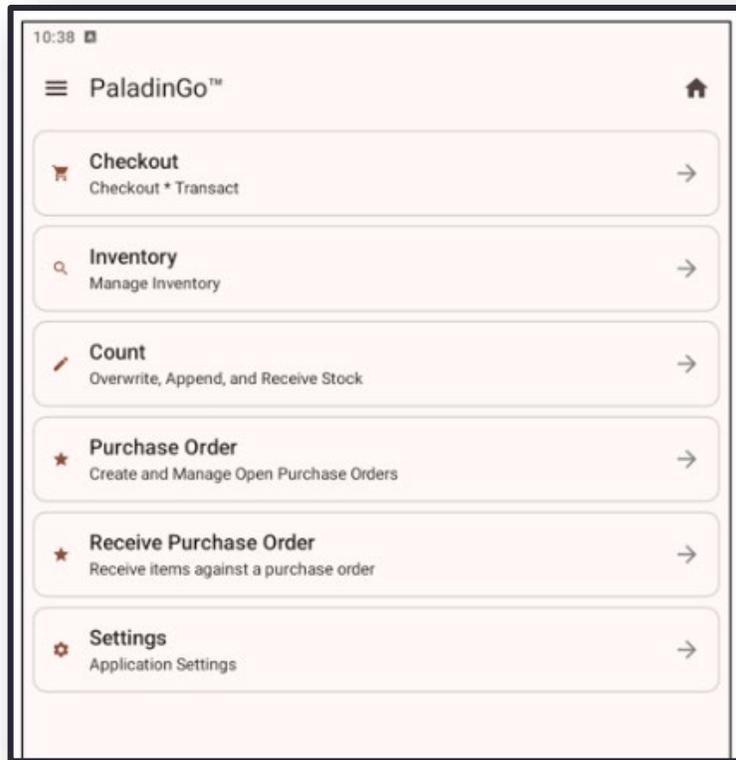
What is Software

- Software is the automation of best practices.
  - Best practices recognized by the industry
  - Best practices refined across thousands of stores
  - Best practices refined over many years
- Adoption of software requires acceptance that some of your practices could be less than ideal and should change.
- Why don't we say yes to every feature request?
  - It might not be a best practice.
  - We prioritize requests that have better results for more stores.

PaladinShop™

- E-commerce is a necessity
  - Because you don't want to pay high development & maintenance costs and learn a new system, it is included in PaladinPOS.
  - Because your best customers want to pay their bills online, PaladinShop includes an account payment module.
  - Because loading & updating product images, descriptions and pricing is impossible, we do it for you.
  - Because your success comes first, pricing is based on upside sales.

PaladinGo™

- Anywhere-anytime information is key
  - Because you don't have time to learn multiple systems, PaladinGo is an extension of PaldinPOS.
  - Because your customers' time matters, you can complete sales and access product information to answer questions from anywhere.
  - Because inventory accuracy is essential, you can update counts from the aisle.
  - Because you are not always in the store, you can access information and order anywhere.

Paladin Point of Sale™

- Product information must be connected
  - Because your e-commerce site needs to accurately reflect inventory and price, we built PaladinShop inside PaladinPOS.
  - Because you should stock what your customers want, we built "suggested order" tools
  - Because your supplier is your partner, we built the connection to do business with them

Paladin Managed Services™

- **Managed Backups**
  - DataWise™
  - SystemWise™
  - Backup Pack
- **ManagedSecurity™**
- **ManagedUpdates™**
- **And more**

- You need robust and affordable IT
  - Because so much of business today is done digitally, we provide the sophisticated hardware and technical expertise to shield your network from outside interruptions and threats.
  - Because you can't afford downtime, we monitor and manage your systems to keep your business running reliably.
  - Because you're not always at your store, we provide you remote access that lets you run it from anywhere with an internet connection.

Paladin Support

- Paladin Data consistently maintains a Net Promotor Score of 9.0 or higher, which attests to the quality of our dedicated support. We provide:
  - Responsive telephone and chat support
  - Online help portal
  - Training videos
  - Extensive knowledge base information
  - Educational webinars
  - And more

Paladin Advantages

- Paladin Data offers many advantages over other POS and ERP providers.
  - Low upfront costs
  - No long-term contracts – We believe in monthly agreements and work to earn your business every day.
  - Easy of use – Simple to learn, teach and use.

Learn More

To learn more, see the following resources in our Help Portal

- Paladin Point of Sale

- PaladinGo™

- PaladinShop™

- Paladin Managed Services

- Paladin Support

A recording of this webinar will be available at portal.paladinpos.com/webinars.

Next Webinar:
Smarter Tax Solutions
with Paladin Data & Avalara
November 11
9am PT
https://portal.paladinpos.com/webinars/

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