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Biz Check

Improves Performance, Increases Profits

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WHAT YOU'LL LEARN

- Choosing the right technology solution
- Measuring & monitoring success
- Investing/reinvesting in technology
- BizCheck services
  - ✓ Review computer equipment & devices
  - ✓ Observe & assess store operations
  - ✓ Advanced training on relevant topics
- Steps to improved performance
  - ✓ Discoveries, challenges & resolutions
  - ✓ Identify goals & opportunities
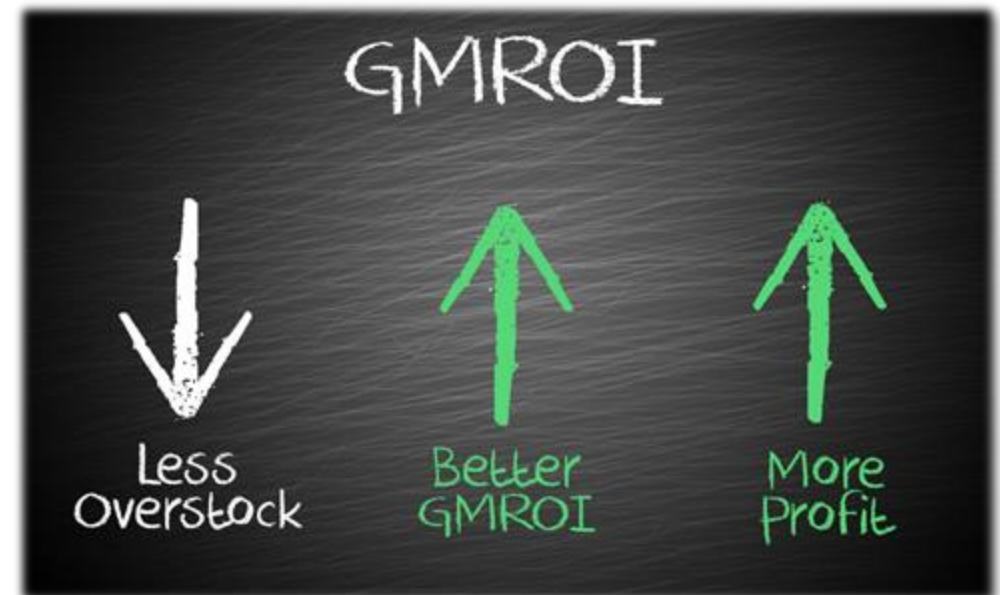 - ✓ Review of assessment

Choosing the right technology solution

- Technology should help improve store performance
  - ✓Simplify operations
  - ✓Increase in efficiencies
  - ✓Improve consumer shopping experience
  - ✓Promote customer satisfaction
  - ✓Grow profitability
  - ✓Enhance inventory management

- Leverage the technology
  - ✓Store processes should fit your technology, not vice versa
  - ✓It works best when it's used the way it's designed

Measuring & monitoring success

- Measure business performance **pre** and **post** implementation
  - ✓Sales and profit margins
  - ✓Customer count
  - ✓Invoice transaction size
  - ✓Workflows and efficiencies
  - ✓Business metrics
    - ✓GMROI
    - ✓Inventory investment
    - ✓Product turns
    - ✓Product outs

Investing/reinvesting in technology
Don't let your technology solution atrophy

- Hardware
  - ✓ Computers & operating system
  - ✓ Credit card terminals
  - ✓ Peripherals

- Managed services
  - ✓ Virus & malware protection - Managed Security™
  - ✓ Database optimization - Swifter™
  - ✓ Windows updates - Managed Updates™
  - ✓ Cloud backups - DataWise™ & SystemWise™

- Advanced training & consultation
  - ✓ BizServices™
  - ✓ BizCheck™ & BizFit™

You should view technology as an investment, not an expense. Like any investment, you only get out of it what you put into it.

Review computer equipment & devices

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- Determine hardware reliability, performance, and soundness.
  - ✓ Review service logs
  - ✓ Verify computers are up-to-date
  - ✓ Compare with minimum standards
- Review current status and reliability of peripherals.

Review equipment – Investing in Performance

- Put an equipment replacement plan in place, overtime.

- Upgrade older equipment.

- Make the technology work for you.

- Reduce performance delays.

Observe & assess store operations

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- Interview managers and staff members.

- Review use of Paladin features.

- Evaluate store processes.

  - ✓ Ordering process
  - ✓ Receiving process
  - ✓ Invoicing/Quoting
  - ✓ 3rd party integrations

Store assessment - reviewing store performance

- Review operations

- Examine inventory reviews/counting.

- Evaluation software utilization.

- Reevaluate suggested ordering process.

- Analyze Paladin PaladinNsight.

- Consider adding programs & products that enhance consumer experience.
  - ✓Pricing plans, promotions, BOGS's
  - ✓Special orders, serialization, rental, firearms, etc.

Advanced training on relevant topics

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- Advance to the next level of technology utilization.

- Discover efficiencies and simplified processes.

- Learn about features you haven't had time to investigate.

Advanced training – investing in knowledge

- Equip your employees with proper training.
  - ✓ Application training
  - ✓ Customer etiquette
  - ✓ Product knowledge

- Create a business plan and share it with the staff.

- Your employees are your most valued asset.

BizCheck Summary – Improves Store Performance

- Sample Table of Contents:
  - ✓ Executive overview
  - ✓ Store operations & observations
  - ✓ Discoveries, challenges & resolutions
  - ✓ Potential risks & warnings
  - ✓ Goals & opportunities
  - ✓ Executive summary
  - ✓ Final scoring & grade scale

Q+A

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Next Webinar:

6 Steps to Simplify Year-End Reporting

November 17 @ 9am PT

Register: **portal.paladinpos.com/webinars**

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Check out our [Summer 2020 Release Guide](#) on the Help Portal.

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