Real Innovation Group

Achieving big business outcomes for small business affordability

At Real Innovation Group we help grow your business by navigating through the technology landscape, looking for efficiency gains and cost reductions. We offer innovative, best of breed IT and leading-edge technology solutions, tailored to your specific needs and budget.

Our diverse range of products, services and software expertise will ensure that you and your business get the outcomes you are looking for - and ones you didn't even realise were possible. Our consultative approach gives you a custom plan for the future of your business IT.

Let the team from Real help you take control of your IT costs and develop a competitive advantage through technology and innovation.

CONSUMER JOURNEY

> ▶ *"You've got to start with the customer experience and work back toward the technology, not the other way around."*
> *Steve Jobs*

The Customer journey is where it all begins:

- Customer service applications.
- Marketing communications (SMS, email, push).
- Data communications (SMS, email, push).
- Loyalty and reward programs and mechanics.
- E-commerce (web).
- In-store kiosks and experiences (data tracking).
- Mobile app development.
- Digital signage.
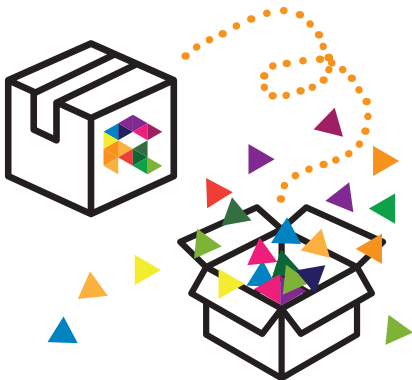
OPERATIONS

Working with you to design and implement solutions to increase efficiency and streamline your day-to-day processes:

POS Software Consulting (iVend & Retail Pro)
- Configure and implement best of breed Point of Sale software.
- Define specific requirements and customise accordingly.

WMS Consulting (Sage and SAP B1)
- Configure and implement best of breed warehouse management systems.
- Tailor and optimize warehouse processes.

Supply Chain Software Consulting (Sage and SAP B1)
- Configure and implement best of breed supply chain software.
- Streamline and enhance supply chain processes.

ERP \ Accounting Software Consulting (Sage and SAP B1)
- Configure and implement best of breed supply chain software.
- Customize to meet business' specific requirements.

Application Development
- Integration development.
- Web development.
- Mobile app development.
- Application development.
- API and web-services development.

Application Help-desk Support
- 24/7 Application support help-desk.

Training and Documentation
- Onsite training.
- User manual creation.

Process Automation and Improvement
- Analysis systems and processes to identify opportunities to improve.

INFRASTRUCTURE

Physical Hardware & Software Procurement
- One-off purchases.
- Request for quote (participation or design and manage end to end).
- Best of breed hardware and software suppliers and distributors to give you variety whilst maintaining cost effectiveness.
- Asset lifecycle management and record keeping.

Link Layer
- Standard internet & data connections.
- Complex MPLS and Private Networks.
- Internal cabling and switching.
- Wireless.
- 4GX Primary and Backup.

Network Layer Security
- Antivirus & UTM protection and integration.
- Spam protection.
- Encryption.
- Cyber security.

Data Transport
- SD WAN.
- Multi Cloud / Hybrid Cloud Migrations.
- Data centre relocations.
- Mobile management & enterprise device management.

Session Layer
- SOE creation & deployment.
- Infrastructure management.
- Proactive monitoring.

Consulting
- Governance and visibility.
- Security and compliance audits.
- Best practice and ITIL Project implementations.
- Virtual CIO services.
- Telco consolidation & optimisation.

IT Managed Service Desk
- On premises or remote.
- Co Managed support services.
- Knowledge base management.
- Trend analysis for capacity planning.
- Accountable relationship management.

Business Continuity
- Scale up or out.
- RTO and RPO planning that meets your business requirements.
- Proven Fail-over technology on any platforms.
- Cloud boot for natural disasters.

ANALYTICS

In highly competitive environments, brands are judged not for product price or quality, but for the experience they build around it.

Business Consultancy.

Near Real-Time Business Intelligence reporting and analysis
- Inventory management.
- Warehouse efficiencies.
- Rostering.
- Instore traffic analysis.

Construct and create core business KPI reporting and dashboarding.

Data migrations and consolidations.

Integrations between core business platforms.

BI Delivery Methodology (engagement, data migration, configure and develop, train and educate, release and change management)

"We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better."

Jeff Bezos

CONVE�SE
Voice & Data

**Flexible and scalable
telephone and internet solutions
that grow with the
changing needs of your business.**

**Build collaborative workspaces and ensure you're never
offline, with our cost-effective solutions.**

- Paying too much for telephone and internet?
- How many levels of redundancy does your
  current solution offer?
- Does your set-up support your need for hybrid
  working models?

Confused or unsure?
We're the experts, so you don't have to be!

Focus on the important aspects of running your business,
while we ensure the practicalities are taken care of.

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CONVE�ènSE

- **Affordable, enterprise level technology.**
- **Flexible & competitive solutions.**
- **Expert advice & support.**
- **Business accredited ICT Partners.**
- **Solutions for every business - regardless of your existing set-up or current provider.**

RIGA are accredited ICT Partners across most of the telco providers in Australia & New Zealand including Telstra, Optus, Vodafone & Spark.

Choose a range of leading brands in hardware, or no hardware at all and utilise the latest softphone apps (VoIP). Securely stored and managed in AU and NZ.

With expert installation and training, the RIGA team advise and implement the most economical and functional solutions to suit your business needs.

Our bundled packages include voice calling and internet, with the added backup of the mobile phone network to ensure important services keep running - so you can do business no matter what the day holds.

CONVERSE DATA PACK

- Unlimited Internet Connection.
- Modem and SDWAN Router.
- Wireless Access Point.
- 4G fail-over for data.
- Next business day warranty swap over.

CONVERSE TALK PACK

- Handsets or headset, it's your choice.
- Unlimited calls across AU & NZ.
- Mobile phone redundancy.

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inSUPPORT

We guarantee you the most up to date systems and security, **recommended by the Australian Government's Cyber Security Centre (ACSC) - Essential 8 Framework Maturity Level 3**. Geek-speak for the highest level achievable and recognised by cyber security insurance policies.

- **Cyber Security Insurance**
- **Application Control (malicious code protection)**
- **Regular Offsite Backups**
- **2FA (2 Factor Authentication)**
- **Patch Management**

Sleep easy, knowing that your critical data is secure, backed up and available at any time.

$42 BILLION

Estimated **yearly** cost of cybercrimes to Australian business.

* source UNSW Canberra

$40k

The **average** cost of a cyber attack to a **small business.**

Did you know?

The recent hackings of Medibank, Optus and Telstra mean Australian Insurance companies are making it very difficult - sometimes impossible - to procure new cyber protection insurance.

Without insurance, your business is at risk of substantial financial losses and remediation costs in the event of a cyber attack.

With cyber **security insurance included in your monthly managed services fees, our insurance specialists take care of everything** from advocating for you during the application process, right through to onboarding and compliance implementation.

Here to help!

As the team who **support, protect and restore** your IT environment, we liaise with the insurer to confirm and assure them of your compliance. Great news!

Managed Services, improved and redefined. For peace of mind.

It's support that's insured.

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JOURNEY PRO

▶ Route optimisation and scheduling

▶ On-the-go notifications

▶ Tracking to clients and administration staff

Make more informed decisions when you manage your workflow within a central location. RIGA JourneyPRO allows you to track everything from manufacturing progress, stock delivery status through to a specific parcel or service delivery to your customers.

Merge all your operations into one place – no more loose forms, spreadsheets or lost paperwork. Experience instant proof of delivery with electronic sign-on-glass.

Hi John, Your Technician is on their way. You can check their location from the link below: trackyourtechnicianhere.com.au/jpro

Workflow and Scheduling

Provides built in route optimisation and delivery grouping, allowing you to recover time spent route planning.

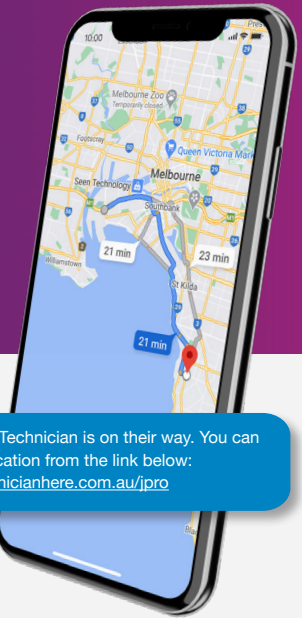Respond and action on-demand delivery and pickup requests. Delete, re-assign or re-route with ease.

Get actionable insights on the status of your vehicles and monitor speed, dwell time and off-route information. RIGA JourneyPRO empowers you to streamline your operations with rich data that will maximise efficiency and safety.

Delivery Integration

Drivers and service providers can value add with RIGA JourneyPRO's ability to generate invoices for additional services on the spot (eg: assembly/removal), increasing sales and enhancing the customer experience.

Customers are prompted to submit reviews on your product or service directly from within the RIGA JourneyPRO interface.

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START YOUR FREE TRIAL TODAY

JOURNEY PRO

2TRY and TrialPRO Inclusions

	2TRY	TrialPRO
Duration	30 Days	60 Days
Cost	$0	**3K Flat Fee** credited back against full term subscription
Professional Services	NIL	Weekly 45 Minute Calls
Features	4Me Platform	4BIZ-XS Platform
	4 Concurrent Users (maximum)	10 Concurrent Users (maximum)
	Shared Environment	Shared Environment
	Example/Sample Data Included	Example/Sample Data Included
	4 Dynamic Forms (maximum)	4 Dynamic Forms (maximum)
	50 Monthly Tasks (per user)	150 Monthly Tasks (per user)
	Email Support (24 Hours)	Email Support (24 Hours) + Weekly P/S Calls
	2 x App Licences (maximum)	4 x App Licences (maximum)
		3 x Smart Schedulers (maximum)
	Notifications	Notifications
	Authorisations	Authorisations
Optional Extras	2 x Smart Scheduling (minimum) @ $60 For The Month	NIL

DISCOVER

Efficiency & Growth

Reduce costs, bring efficiency gains and growth.

DISCOVER how the right technology strategy can work for you.

Our team of experienced consultants will walk you through the best approach and smartest investment for the long-term future of your business.

Solve issues, overhaul outdated processes & systems and take action to mitigate your exposure to risk.

Collect, store, manage & interpret data - in one place, in real time.

▶ **Business Intelligence reporting and analysis**
▶ **Customer loyalty & connection using technology**
▶ **RIGA provide a complete end-to-end service**

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DISCOVER

DISCOVER how the right tech strategy can grow your business.

DISCOVER everything streamlined – from procurement to HR, finance to marketing. DISCOVER the world of Enterprise Resource Planning (ERP) - business management software that integrates **all** your organisation's activities.

Analytics
Near real-time business intelligence reporting and analysis:

- Inventory management
- Warehouse efficiencies
- Rostering
- Instore traffic analysis
- Data migrations and consolidations
- Integrations between core business platforms
- Construct and create core business KPI reporting and dashboarding
- BI Delivery Methodology
  - engagement
  - data migration
  - configure and develop
  - train and educate
  - release and change management

Customer Experience
Enhance your customer journey, create loyalty & connection using technology:

- Customer service applications
- Marketing communications (SMS, email, push)
- Data communications (SMS, email, push)
- Loyalty and reward programs and mechanics
- E-commerce (web)
- In-store kiosks and experiences (data tracking)
- Mobile app development
- Digital signage

Need Infrastructure?
Hardware, software procurement to support and IT help-desk - we've got you.

- Best of breed hardware and software suppliers and distributors
- Asset lifecycle management and record keeping
- Internet & data connections
- Complex MPLS and Private Networks
- Multi Cloud / hybrid Cloud migrations
- Proven failover technology on any platforms
- Cyber security
- Data transport
- IT managed service desk
- Cloud boot for natural disasters

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INQUIRE

Analytics & Data
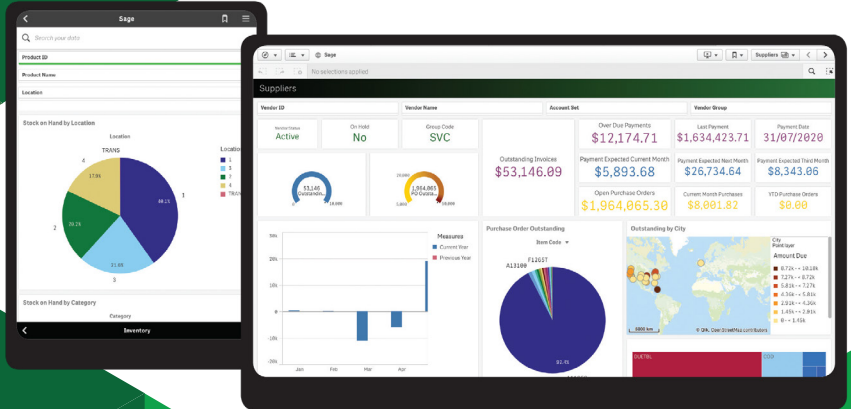
Your data working for you.

Business insights and analytics built into customised dashboards and reporting.

Bring together your existing data sources and implement enterprise management solutions to streamline and integrate your IT systems and processes.

INQUIRE collects, stores and translates disparate data and simplifies your day-to-day operations. Get granular visibility across your business with customisable dashboards and real-time reporting.

Insights to make more informed business decisions.

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INQUIRE

As part of the INQUIRE suite, our secure, Australian based data banks collect metrics and data feeds from every facet of your business operations. Using the INQUIRE suite to look into your data banks at any stage through the Dashboard, your data begins to work for you.

Transform how your business competes in today's global marketplace.

The Bottom Line

- ▶ Accurate, real-time financial management.
- ▶ Budget and accounting.
- ▶ BI/BA reporting.
- ▶ Able to create What-if scenarios.

Inventory & Supply Chain

- ▶ Manage your entire business from one place.
- ▶ Instantly & accurately monitor inventory.
- ▶ Optimise warehouse processes.

Procurement & Production

- ▶ Manage your entire manufacturing process.
- ▶ Forecast & plan material requirements.
- ▶ Project Management.

CREATE

Custom Software Solutions

Bespoke software built to fit your needs.

With so many software solutions in the market, it's getting harder to find one that provides you with all the necessary tools, without expensive plug-ins or add-ons, resulting in exponential added costs.

Building Custom Applications

We CREATE custom solutions by taking a big-picture approach toward delivering cost and employee efficiencies.

Working with your key stakeholders to understand your business, processes and the challenges you're trying to solve, we determine the ideal result and how to get there.

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CREATE

Local Developers

We ensure that the right local resources are engaged with your business to simplify the whole process, from discovery to launch. No time zone delays or language barriers.

We built it, and we use it

Ask us about our **custom dashboards** – we couldn't get what we needed from existing systems, so we built (and use) our custom reporting interfaces.

Legacy software you just can't live without?

Nearly every company has that one piece of software that's vital to the business, but residing on outdated hardware and using unsupported software. We get it.

This software can either be connected or rebuilt as a CREATE solution, and achieved while bringing together your existing data sets, or migrating to new. We work hard to understand what works best for your business and deliver optimal results for the long term.

Employee Engagement

The success of new software development hinges on change management and employee adoption. You can be confident that the functionality of the software is developed and tested by those that will be using it most.

Heavy users understand the inputs and outputs required and are at the heart of providing a great user experience.

We understand that by engaging employees early in the cycle, they are less likely to be resistant to change in processes and systems during deployment.

Chat to us today about your custom software requirements.

Let us help you discover how you can make cost and employee efficiencies as we **CREATE** tailored solutions that directly address needs of your business.

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SUPPORT

ICT Help desk

End-to-end
IT Support, Service
& Help Desk

Experts in keeping your business humming, around the clock.

Trust our geek squad to fill your IT skills gaps. Your **Real SUPPORT package** gives you access to a team of experts and consultants that are leaders in their field.

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SUPPO�RT

Experienced, local and dedicated support teams including service desk staff, senior technical engineers, project managers and software developers ensure you're always covered.

In six locations throughout Asia Pacific, our helpdesk teams and field engineers on the ground provide immediate case resolution or next business day, depending on your needs and budget,

IT Managed Service Desk

- Break-fix and incident resolution.
- Immediate assistance.
- Expert support across all IT aspects of your business.
- Friendly, local team who understand your business.

- On premises or remote.
- Co-managed support services.
- Knowledge base management.
- Trend analysis for capacity planning.
- Business continuity
- Accountable relationship management.

MISTERY

Enhanced Customer Experiences

Using smart technology to create better in-store experiences

MISTERY brings Artificial Intelligence into your store, enabling Bluetooth device-tracking capabilities and releasing the power of data analysis.

Like the interactive screens in shopping centres that say "Tap here or scan QR for more info", this same hardware and technology is now available to you!

Accurate tracking via Bluetooth Low Energy (BLE) enables you to use Virtual Beacon Technology to push information and notifications to multiple users from one device.
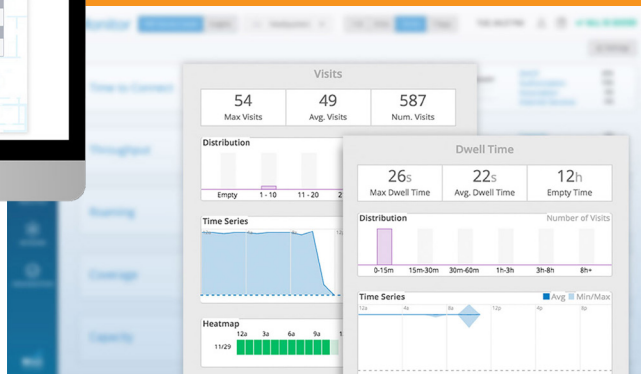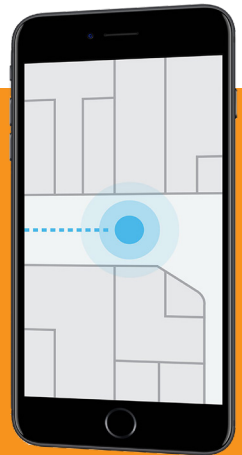
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MISTERY

Create zones to heatmap your foot traffic within your premises based on the devices that enter and exit, indicating the popular areas that people most frequent.

This can be used as an enhancement or overlay to existing traffic counting devices or can be the start of your traffic analysis journey.

Bundle with INQUIRE for high levels of insights for data-driven decisions. MISTERY connects seamlessly to the wireless access point included in the CONVERSE package.

MISTERY provides accurate data with analytics on:
▶ Departments that are performing well.
▶ Targeted Marketing.
▶ Event Management Analytics.

POSTU●E

Tools for a Healthy Business

The right tools of trade for the job regardless of where it's performed.

Pick and choose equipment that meets functional and OH&S requirements and fits within your allocated budget.

Provide a standard setup for every employee, or let them choose the equipment that meets their unique needs via our secure online platform.

Working with you to provide the best employee experience outside the office. We're here to help.

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POSTURE

Technology in the home

Productivity in an off-site workspace can be greatly affected by ergonomics, but also by connectivity.

As an add-on to POSTURE equipment, we can provide:

▶ Business Grade NBN to your employees' homes,

▶ access points,

▶ secure connectivity solutions, ensuring that your company data doesn't need to leave the perimeter.

Workforce Monitoring

Monitoring and security compliance has become a major challenge with the rise of working remotely.

Our workforce management software provides visibility and performance metrics, allowing you to evaluate and optimise productivity.

Able to be installed on personal or company assets, with screen captures at set intervals to provide clarity and regulatory compliance in the event of any malicious activity.

POSTURE Plus

Global heavyweights such as Google, have provided their staff with an allowance to furnish their home office. If you allocate $500 or more to each employee through the POSTURE catalogue, we'll top this up with **another $100, giving your employee $600 towards their home office setup.**

Supporting Local

It's important to us to continue to **support Australian made** where possible. You'll discover some new brands that you've probably never heard of in our catalogue. These businesses build innovative products and solutions and we're proud to partner with them.

Want a healthy business? **Improve your POSTURE.**

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CONTRIBUTE
Save and Support
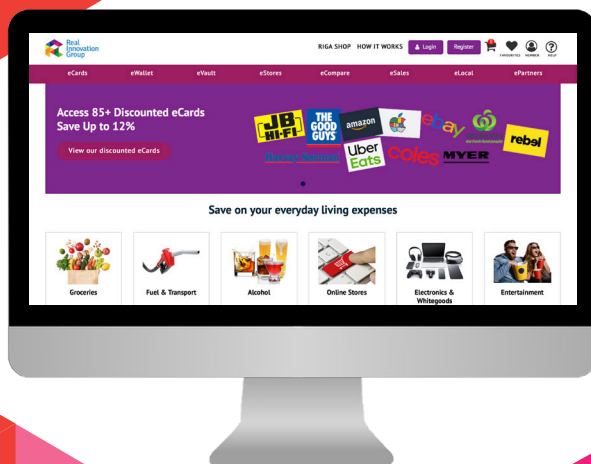
Drive loyalty and brand awareness, whilst accessing exclusive offers from major and local retailers.

As cost of living pressures continue to bite, CONTRIBUTE helps individuals save on day-to-day purchases and businesses build loyalty within their customer base.

Looking for an easy loyalty or staff rewards program? Then CONTRIBUTE could be for your business.

Individuals save money on purchases - whilst giving back to charity. Member businesses can extend market reach by accessing the CONTRIBUTE client database.

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CONTRIBUTE

CONTRIBUTE for me

Save money on your day to day purchases, whilst giving back to charity.

- ▶ Purchase gift card at a discounted rate (up to 5% off)
- ▶ Retailers such Target, K-Mart, Bunnings, Myer and many more!
- ▶ 2% is donated to nominated charities.

How does it work?

By making a small change to save money on your everyday purchases.

Just purchase a gift card from CONTRIBUTE at the discounted rate, instead of purchasing direct from your selected store and paying with your credit card.

Save AND Support

If you spend $200 per week on groceries, just by using CONTRIBUTE for your weekly shop, you could **save $40 per month or over $500 a year!**
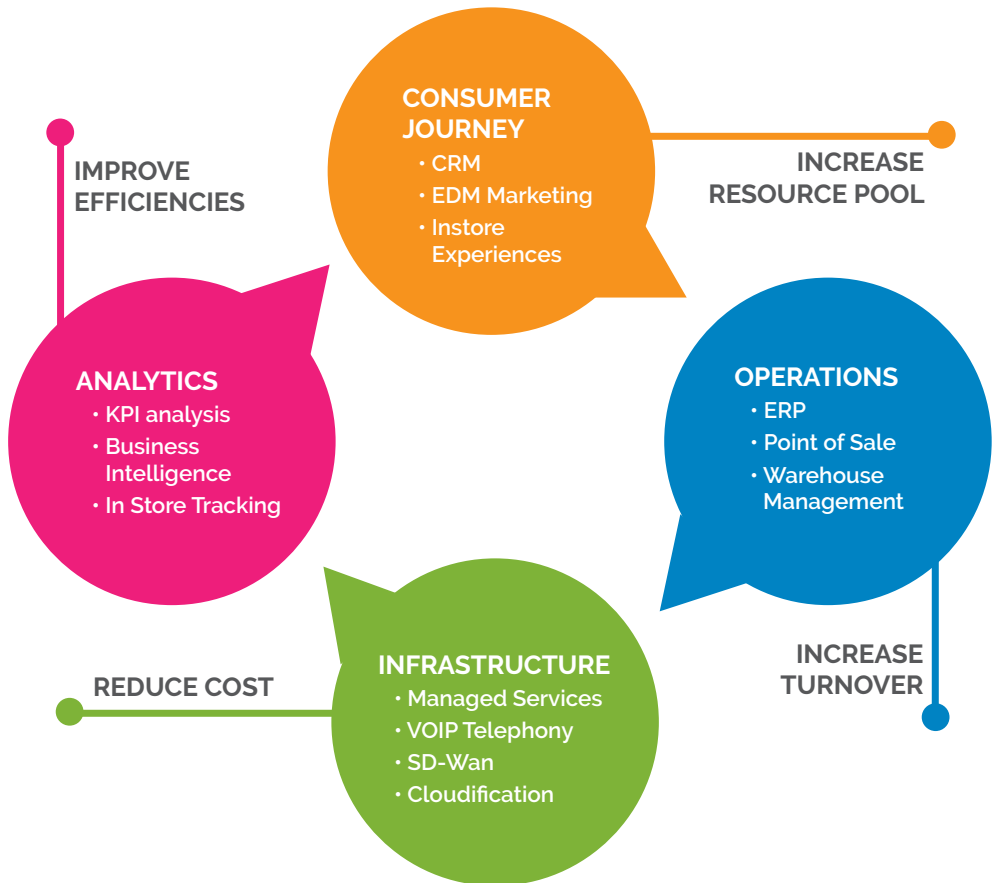
PLUS 2% of your purchase is donated to charity!

CONTRIBUTE for my business

- ▶ **Extend your market reach** via the CONTRIBUTE client database
- ▶ **Increase business profitability** through the sale of gift cards (ask us how!)
- ▶ Offer exclusive promotions, supported by **full reporting and business metrics**
- ▶ **Track** open gift voucher liabilities and redemption rates
- ▶ An **easy and valuable** loyalty or staff rewards program
- ▶ Customised CONTRIBUTE portal reflects **your company branding**
- ▶ Partner with **your choice of social enterprise or charity** (2% give back)

Start your rewards journey today!

Real Innovation Group

...a competitive advantage through technology and innovation.

CONSUMER JOURNEY
- CRM
- EDM Marketing
- Instore Experiences

IMPROVE EFFICIENCIES

INCREASE RESOURCE POOL

ANALYTICS
- KPI analysis
- Business Intelligence
- In Store Tracking

OPERATIONS
- ERP
- Point of Sale
- Warehouse Management

INFRASTRUCTURE
- Managed Services
- VOIP Telephony
- SD-Wan
- Cloudification

REDUCE COST

INCREASE TURNOVER