

Cilio Overview

Retailers

TRANSFORMING ORDER DISTRIBUTION AND MANAGEMENT FOR SPECIAL ORDER SALES THROUGH A FLEXIBLE AND AUTOMATED PARTNERS PORTAL

Get more value from your order management process

Cilio offers the most automated, information-rich, and customizable solution for logging and tracking installed sales. Whether you need to close transactions more efficiently, simplify the customer experience, or streamline the supply chain process, Cilio can help.

You gain more insight into and control over your order distribution and trading partner network with the Cilio Partners Portal. Capture orders electronically via a single, consistent process and distribute them automatically through your partner network. You and your partners get visibility into each and every order from creation through completion.

Streamline order management and deliver a better customer experience

The Cilio Partners Portal is a web-based order logging and tracking system where you and all your partners capture and track orders and view transaction workflow in the same environment. You electronically store critical documents along with the order, including CAD drawings and Certificates of Completion (COCs). It transforms an otherwise cumbersome paper-based, time-intensive, and manual process so you:

- Reduce time and cost involved in order management
- Improve efficiency of store associates
- Gain insight to manage customers, networks and partners
- Raise the bar on customer satisfaction with up-to-the-minute order status
- Generate additional revenue on every order placed

Reporting and analytics

With the Cilio Partners Portal, you retain a complete history of orders. This rich data source allows you to monitor and measure performance of partners, products, and campaigns. Our automated, self-service custom reporting feature allows you to choose the data elements you want to examine and build your own reports to get greater insight across sales channels. You also get a set of standard reports such as:

- Order status
- Store status
- Product reports
- Order aging
- Vendor performance
- Product order analysis
- Store associate sales
- Fabricator sales and performance

Directives to reduce costs, improve margins, and streamline operations must be balanced with the need to increase revenues and serve customers in new and better ways. Perhaps no other organization in the home center sees these conflicting demands more than installed sales organizations.

While installed sales offer attractive margins and added revenue from installation fees, they often are saddled with manual, paper-based, and time-intensive order processes. Order information may be scattered across individual store locations and a complex network of manufacturers, distributors, fabricators, and installers.



Fast, easy deployment

Cilio deploys its Partners Portal via a “software-as-a-service” model, so our whole solution is web-based. You avoid large up-front investments in software and hardware, as well as ongoing maintenance and upgrade fees.

It is fast to adopt and easy to use. You can have your customized Partners Portal up and running in weeks, rather than months. Before you know it, your store associates and partners will be able to access the system from any computer or mobile device – whether in your store or at a customer’s home or business.

Integration with other business applications

Our goal is to work well with others. From tailoring the portal design to blend in with your brand, to customizing fields and reports for your unique order processes, we’ll do whatever it takes to make sure the Partners Portal fits easily into your existing environment. With pre-built interfaces using standard EDI, FTP, web services, and XML, Cilio Partners Portal seamlessly transfers information across your company’s core business systems. Regardless of the ERP application or existing portals your organization uses, we make integration easy.

Administration and security

Your administrator has self-service access to manage your database, including product, pricing, partner, and user lists. All data is password protected and backed up daily. We understand the demands on IT for new initiatives and compliance with audit and security. We view ourselves as a partner and ally for the IT organization and will align with its objectives, standards, and protocols:

- Integrates with and complements existing IT technologies
- Hardware, software, and operating system independence
- SAS70 security clearance
- SLAs guaranteeing 99.5% up-time
- Disaster recovery plan

Convenient training and support

Live, web-based, and recorded training is tailored to your users, whether store associate, manufacturing partner, or administrator. Our online training environment allows your users to create, play, and learn in a hands-on test environment. For your convenience, we offer 24 x 7 support services via phone and email.

Count on Cilio to solve the logistics and communication challenges of special order sales. We combine the power of web-based technologies with our specialized knowledge and experience in manufacturing, retail, assembly, installation, and financial controls.

The result is a unique and specific solution that allows clients to take control and leverage the revenue opportunity offered by sales of installed home products.

For more information, email sales@ciliotech.com or call 262-320-0480.

