



LOC
SOFTWARE



How to Invest in a Future-Proof Retail Management System

Investing in a new retail management system can raise concerns about risk. Implementing new software requires IT resources time, adapting business processes, and training employees. To keep total cost of ownership (TCO) low, retailers don't want to repeat those projects often. However, considering the speed of technological advancements and evolving consumer behaviors and preferences, retailers' technology needs change. It's essential to choose a retail management system that can support new features and solutions and adapt to new ways of doing business. Software should also allow retailers to innovate, craft customer-pleasing experiences, and compete in a dynamic market – today and tomorrow.

The best strategy is to implement a future-proof retail point of sale (POS) and back-office software that supports retailers through industry and technology disruption. Decision-makers who want to ensure they're deploying a future-proof retail management system should evaluate solutions based on the seven criteria that follow.



Modular Architecture

The smartest POS and back-office software investment provides retailers with the specific digital tools necessary to operate. However, every retail business has unique processes that likely make an “off-the-shelf” solution inadequate to meet its needs. A rigid, monolithic solution will force retailers to find workarounds to adapt. Worse, some retail management software requires implementing disparate applications or managing some tasks manually to complete essential tasks.

Modular [retail management software](#) allows retailers to respond to a dynamic market with agility. With this software architecture, retailers choose the specific functionality they need, for example, a module to manage fuel or pharmaceutical sales or an enterprise retail management system for businesses with multiple locations. Then, as their businesses scale or pivot, they can add new functionality. A future-proof retail management system will offer full-featured modules, such as loyalty software that supports a range of flexible rewards options and payment options, including various ecommerce shopping cart integrations.

Flexible Data Management

How well retailers use customer and operational data will determine their success. Data is key to effectively personalizing customer experiences, building loyalty and increasing revenues. Data-driven decisions will also lead to greater operational efficiency, lower costs, and a healthier bottom line.

A future-proof retail point of sale and back office software solution provides complete control of their data, including where it resides and how to use it. A system with flexible data management allows retailers to get the most value from their data, enabling easy access by the people, processes, and systems that need it to personalize customer experiences and optimize performance. In addition, the best retail management software will also include strong data, privacy, protection, and security features. It should limit data access only to employees who need it, which helps to keep the attack surface small if a cybersecurity incident occurs.



71% of consumers expect personalization when shopping, and 76% get frustrated when it doesn't happen.

[Source: McKinsey & Company](#)



Retailers are just beginning to explore the value artificial intelligence (AI) offers, but it's poised to grow at a phenomenal

32.68%

CAGR, increasing from \$9.85 billion in 2024 to \$40.49 billion in 2029.

[Source: Mordor Intelligence](#)

Cloud Delivery Options

Retailers that leverage [cloud solutions](#) can expand their IT environments more easily. They can add virtual infrastructure and increase Software as a Service (SaaS) subscriptions, winning the race to provide new services or experiences over the competition with on-premises systems.

Retailers that transition to a cloud-based retail management solution can also access services from their cloud provider and its partner ecosystem, such as analytics, no-code/low-code developer tools, and cloud data backups. Furthermore, as technology advances more applications will be available in the cloud, and a future-proof retail strategy will include options to capitalize on them.

Cloud software also gives retailers the assurance of business continuity. On-premises systems are vulnerable to power outages or natural disasters, which can bring operations to a halt. Cloud software enables retail teams to log in from mobile devices or manage operations from different locations to keep their business running.



API Integration

A smart software investment allows retailers to keep their options open. While some software companies profess to offer everything every retailer needs, the truth is innovation often requires more. In the past, this meant integrating your point of sale and back-office software with other applications, which was time-consuming and expensive, and it required ongoing maintenance for each integration. Fortunately, application programming interfaces (APIs) now make it easy for two applications to communicate according to the parameters that the retailer and the third-party app provider establish.

APIs allow retailers to add new tools and features to their IT environment, including payment options, distributors' product and pricing catalogs, and e-commerce platforms. In addition, the IT resources can manage the retailer's expanded technology environment with an API integration platform, saving time and ensuring uninterrupted performance.

Automation

The size of the workforce is decreasing, so it's vital for retailers to prepare to operate with fewer employees in the future. By automating routine tasks, employees from cashiers and sales associates to back-office and warehouse workers increase their productivity. When employees focus on enhancing customer experiences, building loyalty, and operating most cost-effectively, retailers are better positioned for success.

A future-proof retail management system is designed to automate tasks like generating purchase orders or replenishment orders. It will [streamline inventory management processes](#), including enabling continuous counts as stores receive and sell items, reserve them for in-store pickup or delivery, or transfer them between locations. A future-proof retail management system will also support data collection with RFID as more retailers move toward this accurate, efficient technology. In addition, future-forward software allows retailers to configure screens for self-service or self-checkout, enabling employees to oversee multiple lanes or checkouts and meet customer expectations for fast service.



Employers in the U.S. have
9.5M
job openings, but there are
only 6.5 million unemployed
workers to fill them.

[Source: The U.S. Chamber of Commerce](#)

Ease of Use

Retail decision-makers must perform due diligence to understand how a point of sale and back-office system's features and capabilities. However, before investing in it, they must take one more step: Try it. The most valuable systems are robust and user-friendly. Ensure administrators can easily configure screens, manage inventory, access costing information, and set prices across the store or across the enterprise.

Also, evaluate the system from the employee's perspective. The software should support typical workflows, rather than requiring employees to change the way they work to use it. Moreover, as younger, digital-native employees fill roles in retail stores, the applications they use must meet their standards for ease of use and efficiency. Keep in mind that retailers operating with smaller workforces may need to cross-train employees to perform different tasks. A future-proof retail management system that's hardware-agnostic, able to run on all types of terminals and devices, will help employees fill different roles more easily.

Scalability

Future-proof retail management systems do more than allow retailers to add more POS terminals or equip more store locations. It ensures the same quality of performance when processing more transactions and gives IT teams a practical way to manage a growing IT ecosystem.

Retail management software designed to scale facilitates IT management across the enterprise. A browser-based solution allows easy deployment; no onsite service to install a client is necessary. Scalable software also gives IT teams the ability to monitor connectivity status and control communications and data flow between all terminals, devices, and peripherals. It also provides remote IT management capabilities, including upgrading to new versions or configurations, monitoring servers, and backing up data. Software that will grow with a retail business will also give the IT team the ability to schedule tasks, reporting, and monitor store system health.





The Future is Now

Retailers may have an eye on the future when looking for flexible, modular, cloud solutions that increase efficiency and deliver optimal user experiences. However, a solution with all those features and capabilities will give retailers an edge today.

In competitive markets, “future-proof” software gives retailers the tools necessary to understand their customers, the best ways to engage them, and insights into increasing revenues. It also allows them to analyze data to help increase efficiency in the front of house, the back office, and IT management.

To learn more about an easily configurable, accessible future-proof retail management system designed for optimal performance, today and tomorrow, [contact LOC Software](#).

About LOC

For more than 30 years, LOC Software has been at the forefront of retail technology. LOC’s all-in-one solution gives high-volume, independent merchants the tools to optimize retail performance. Its flagship modular software suite, ThriVersA, includes point of sale, back office, host, eCommerce, self-service, loyalty, and more, giving retailers the freedom to design the solution that supports their unique processes and workflows.



1867 Berlier
Laval, QC, Canada
H7L 3S4

8410 Six Forks Rd
Unit 104
Raleigh, NC 27615

Sales@LOCSoftware.com
[1\(450\)663-6327](tel:14506636327)
LOCSoftware.com