



Benefits of Multi-Tenant Software for Enterprise Retailers and Grocers

While enterprises with retail or grocery store chains have the advantage of offering convenient, in-store shopping to their customers, managing multiple stores creates challenges. Managing multiple stores requires a solution that can keep a sprawling enterprise connected with minimal complexity, duplicative work, and siloed data.

LOC's Multi-tenant software can deliver on those objectives.

Multi-Tenant Software



Shared infrastructure that supports separate store systems



Easy scalability



Flexible enterprise store management without risk



Cost-effective

Multi-Store Software



Separate infrastructure for each store



More costly and complex scaling



One way maintenance from enterprise to stores



Expensive

What is Software Multi-Tenancy?

Multi-tenant software allows enterprises to run all stores from a single core, enabling centralized management and updates. It enables business leaders to access data from any store or overall operations in real-time. Additionally, enterprise retailers can scale more easily and cost-effectively than when using an on-premises solution with multi-store features.

This ebook details the advantages of multi-store software for enterprise retailers and grocers. It also explains why partnering with a skilled solution provider, with expertise in both software multi-tenancy and your industry will result in a solution that delivers the greatest gains in operational efficiency and cost savings.

The Operational Benefits of Multi-Tenant Software

To understand the operational benefits of software multi-tenancy, it's helpful to start with how legacy multi-store software works. For businesses with just a few stores, each store operates independently and then shares data with the enterprise host system. Stores have their own back offices, balancing stores each day, managing direct store delivery (DSD) relationships, and directly handling deals with wholesalers and suppliers. Stores are also responsible for ensuring profitable pricing and verifying invoices for accounting. Additionally, stores, rather than the enterprise, have the responsibility to ensure that employees are following corporate policies and procedures.

A common multi-store scenario for larger chains is to use an enterprise solution. In this model, inventory, pricing, and other critical data flows from the enterprise host to individual stores. However, it makes sense for stores to perform their own maintenance, for example, stores in chains that span multiple states may want to create items in their systems from local producers,

Software multi-tenancy enables data sharing between individual stores and the enterprise level without limitations of traditional multi-store systems. Enterprise retailers and grocers can centralize item maintenance, manage receiving, monitor inventory, handle costing, and set pricing enterprise-wide while individual store managers have full access to the system for day-to-day management. It also allows local stores to differentiate themselves from big box stores and other large competitors by adding items from local producers without delay. Stores in Vermont can add maple syrup from nearby producers while stores in Texas can feature local salsa brands, purchasing products directly from local vendors and immediately put them on the shelves without waiting for the corporate office to add them

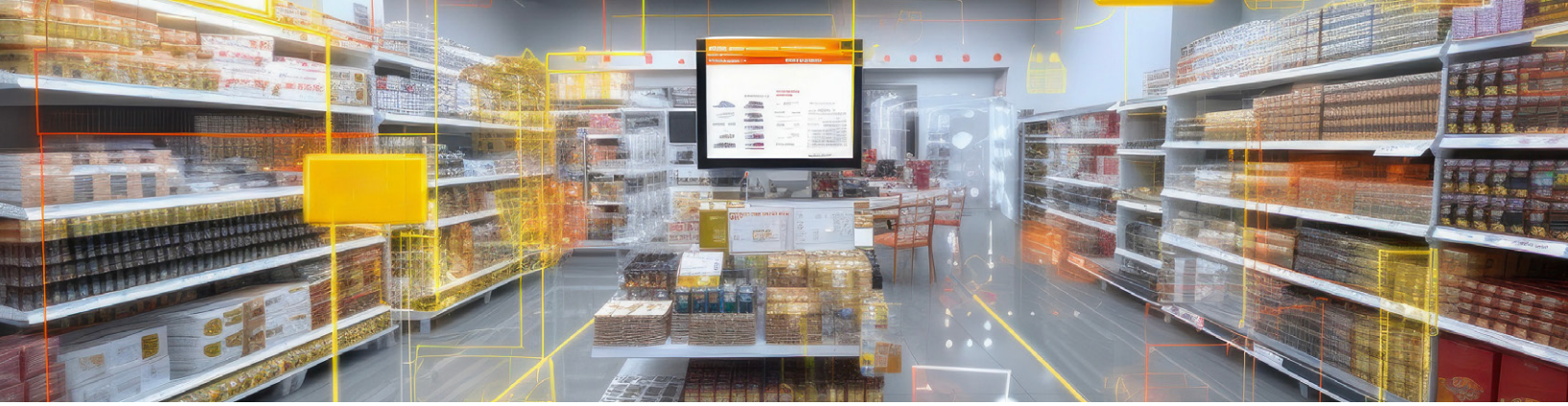
to their database. Data is available in real time and management is coordinated and efficient.

The multi-tenancy model also solves the operational problem of where the data resides. With typical multi-store enterprise systems, the enterprise updates the database and syncs to the store, which can create too many touchpoints and make it difficult to keep the host and the stores aligned. The host is merely a replication, which complicates collaboration. If enterprise managers need to make updates or changes at store level, they must remote into the store's system to work with master data.

Multi-tenant software allows both the enterprise and the individual store to interact with data without requiring synchronization, eliminating double work and extra time to accomplish critical tasks.

Streamlined IT Management

Multi-tenant software architecture adds efficiency to enterprises' IT management. With software that uses one server and one database, the enterprise can ensure its centralized system is configured and fine-tuned to respond to changes in load so that it always delivers optimal performance. It isn't necessary to adjust individual systems at separate stores. IT teams can also back up data more efficiently and maintain security for a single system, eliminating the complexity of deploying data protection solutions and processes at each store.



Multi-Tenant Software Cost Savings

Eliminating operational complexity and saving time result in decreased costs. However, software multi-tenancy lowers expenses for enterprise retailers and grocers in additional ways.

IT Hardware Maintenance

A centralized system means less IT is required at each store. Instead of maintaining a server, firewall, and network infrastructure required at store level, the enterprise manages one, centralized system.

Streamlined IT Management

Because software and infrastructure are managed at the host level, local stores eliminate the costs of running their own systems. As systems age and update, the enterprise carries less technical debt, allowing greater IT efficiency, lower IT costs, and greater agility to respond to industry or consumer trends.

Database & Software Maintenance

With software multi-tenancy, database management is an enterprise-level task. Administrators organize and store data for all stores with one system. Enterprise administrators also take responsibility for updating the software itself rather than leave this up to IT resources at each store or outsourcing to a service provider.

Enterprise-Wide Purchasing

Moving purchasing to the enterprise level allows a single person or team to negotiate with vendors. Managers can even take advantage of limited-time deals, quickly coordinating orders for all locations. The manager can also access purchase orders for all stores in real time to ensure that the vendor is honoring those agreements.

Inventory Management

Real-time visibility into inventory at each store enables better purchasing decision-making and leverages the economy of scale to lower costs. Enterprise-wide inventory data also helps to control shrinkage by allowing managers to trace sources of shrinkage and mitigate them across the organization.

Multi-tenant software allows enterprises to streamline IT management, centralize purchasing, and mitigate inventory shrinkage.

Features of Top Multi-Tenant Software for Enterprise Retailers and Grocers

To gain the benefits of software multi-tenancy, enterprise retailers and grocers need to choose the right provider. Leading system providers have expertise in this software architecture and in the grocery and retail industries. Experienced providers will provide solutions with the features that these businesses need, including:

Browser-Based

Browser-based software is accessible through any web browser and any internet-connected device. This software delivery model makes it easy to scale, allowing new users at new locations to connect with the best devices for the job, whether a stationary terminal, mobile POS tablet, or other device.

Cloud Storage

The option to use cloud storage, rather than an on-premises system, gives the enterprise reliable access to data, flexibility, and secure options for data backup.

Segmented

Although a multi-tenant system can enable easy access to enterprise data, it doesn't mean it should. The best systems for a retail or grocery enterprise give individual stores access to the data they need but not access to data from other stores in the enterprise. Depending on the enterprise's organization, the software should give managers visibility into specific groups, but not all stores.

Multi-tenant software designed for enterprise retailers and grocers is flexible, ensures on-demand access, and protects data with segmentation.





Optimize Your Day-to-Day Operations

From a sales associate or store employee's perspective, software multi-tenancy does not impact user experience.

Seamless Checkout at the Counter

POS terminals are connected directly to the host, providing the same experiences as if they were connected to a server in the back office. Payment solutions, loyalty rewards, and other applications, typically handled centrally, will work the same with the POS System.

On Mobile POS or Self-Service Devices

Browser-based multi-tenant software allows stores to use any device. Seamlessly run the software on any terminal: countertop, mobile POS, or self-service solution, ensuring adaptability. This enhances operational continuity for staff and improves customer experience.

Peace of Mind Solution

Although multi-tenant is highly dependent on a stable network connection, your staff can have peace of mind knowing they will never miss a sale. All POS terminals still have a local database by design, ensuring sales can still run even if your network fails.



Transition from an Organization with Multiple Stores to One Unified Operation

Multi-tenant software allows enterprises to overcome operational challenges, streamline IT management, and reduce costs. It allows for easier communication and collaboration while ensuring seamless user experiences for employees.

LOC offers multi-tenant software to empower our clients to optimize retail performance with less complexity and costs. [Request a demo](#) to learn more.

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