



## Technology solutions for the connected retailer

To remain competitive in an environment where margins are continually squeezed you need accurate systems and intelligence to outsmart your competition.

Every percentage point counts, however, customers are becoming more discerning not only wanting cheaper prices but also an emotionally satisfying experience. Your customers are connected in ways that is changing modern retail. Although, the increasing pace of technological change creates challenges for you to keep up with technology driven customer service

and operational innovations. This means you need to be a retail and customer service expert and critically think how you source the right technological skills and capabilities.

GPK Retail can help you with technology services across your complete retail technology footprint.

From Merlin™ POS software, to Professional IT Managed Services, to Cloud services, as well as Security and Connectivity, GPK Retail has you covered.

### YOUR CHALLENGE

- › Keeping up with customer expectations due to technological change
- › Providing your customers with a quick and satisfying experience
- › Making sure your business is secure and protected from digital and physical crime
- › Having control and automating margins in batch invoice processing.
- › Having granular reporting so you know your profitability.
- › Ensuring business continuity and operations is maintained at any time of day.

### YOUR OBJECTIVES

- › To have a supplier who doesn't draw the line at their offering but manages other suppliers and takes care of your needs
- › To integrate best of breed applications to extend and streamline capability
- › To be innovative and increase opportunities for new customers
- › Data driven reporting to remove gut feel decision making
- › To manage personnel at the store or head office.
- › Control permissions and monitor operator usage on a live basis



## RETAIL TECHNOLOGIES



- Merlin™ ESP
- Point Of Sale, Back Office, Head Office Software
- Onsite & Remote Support
- Retail Hardware
- Application and System Integration



## PROFESSIONAL SERVICES

- IT Consulting and Sales
- Managed Services, Help Desk and Support
- Customer Relationship Management Design & Development
- Digital Application, Web Design and Development
- Project Management



## CLOUD TECHNOLOGIES

- Microsoft Azure Stack Hybrid, Private & Public Cloud
- Microsoft Office 365
- Infrastructure-as-a-Service, Platform-as-a-Service, & Software-as-a-Service
- Hosted Unified Communications
- Data Centre Collocation



## CONNECTIVITY AND SECURITY

- Phone, Voice & PBX
- Internet Services
- Cabling, Networking and Connectivity
- Security Cameras and Monitoring Hubs
- Digital Security, Virus and Threat Minimisations Systems
- Risk Analysis, Disaster Recovery Planning

## Our Solution Groups

“We have a passion to support the independent retail channel. GPK’s mission is to be our customers trusted technology partner. We are a part of their business, assisting in whatever capacity needed to help them grow by implementing and managing quality, scalable and tailored technology solutions to suit their individual needs. Through our four solution groups, we’re confident that we can help our customers build and manage their IT footprint to be real source of competitive advantage.”

**GRANT KLAAYSEN**  
FOUNDER AND CEO



## Merlin™ Point of Sale Software

Via our proprietary suite software Merlin™ we can provide cost effective and trusted POS solutions anywhere in Australia. No matter what size business; software or hardware, GPK Retail and Merlin™ is the right choice for all your Point of Sale and IT requirements.

### FEATURES

#### FRONT OFFICE

- Full touch screen including produce keyboard
- Full customer VGA screen
- Proven redundancy
- Programmable functionality
- Enhanced security options
- Simple logical display
- Hold/Recall
- Auto sync of Program and file after offline operation
- Interactive display with mid office
- Integrated EFT
- Epay interface

#### BACK OFFICE

- Full Cash Office functionality
- Cashier Performance monitoring
- Cashier Profiling
- Advanced message centre
- Auto/manual declaration
- POS Performance monitoring
- Enhanced Promotion Control
- POS Profiling
- POS Productivity
- Remote Log Off

#### HEAD OFFICE

- Full multi-host communication
- Metcash web portal interface
- Purchase ordering and deliveries
- PDA interface
- Automatic Ordering
- Stock take capability
- Customer Account Management
- Accounts receivable/statements and ageing
- Sophisticated Head Office functionality
- Powerful Electronic Journal
- Export to accounting packages
- Scan problem reporting
- AUTO EOD & SOD
- 24 hr trading capability
- Labels on request
- Programmable Periodic Reporting and Scheduling
- Fully Programmable produce screens

### BENEFITS

- Accurate P&L reporting
- Live margin adjustment
- Mobility and freedom to control operations on the go
- Accurate performance reporting
- Fast restoration
- No single point of failure
- Error reduction
- Supplier rebate reconciliation
- Minimises shelf talker errors
- Integration with leading accounting packages
- Faster customer service

Merlin™ Integrations



#### OFFICE LOCATIONS:

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