RETAIL TASK MANAGEMENT OVERVIEW

Retail task management software enables retail franchise and store managers to delegate tasks to their personnel based on store information and obtain reports of finished work. This solution streamlines communication between franchise and district managers and their staff members by permitting them to produce pertinent tasks and sending them to concerned store managers. This enables store managers to adjust their workforce, shelving, and inventory accordingly and effortlessly report when a job is completed.

The platform thus streamlines the communication process and allows managers to utilize store data to produce actionable tasks and then view how the completion of these tasks impacts future data. In essence, retail task management tools are similar to task management software but designed specifically to enable team collaboration among multiple retail locations and head offices. These applications typically integrate with workforce management and retail management systems.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

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### Customer Success Report Award Levels

**Market Leader**
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

**Top Performer**
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

**Rising Star**
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2020 Customer Success Awards
Check out this list of the highest rated Retail Task Management software based on the FeaturedCustomers Customer Success Report.

Market Leaders:
- compliant IA
- REFLEXIS
- Zenput
- ZIPLINE

Top Performers:
- AccuStore
- natural insight
- Q-nomy
- Task Pigeon

Rising Stars:
- CONCRETE
- FokoRetail
OVERALL BEST
OF RETAIL TASK MANAGEMENT

BEST IN CATEGORY

Zenput.
ABOUT ZENPUT

Zenput is a mobile solution that helps multi-unit retail, restaurant, and CPG executives improve their operational efficiency by getting unprecedented insights into their stores. Zenput helps increase overall execution for operations, marketing, or compliance initiatives. Their current customers include notable brands like Domino’s, Coca-Cola, Papa John’s, 7-Eleven, Sunoco, and many others in the US and in over 25 countries around the world.

“Before Zenput, the process of gathering data and enforcing accountability measures at the restaurant level required a high degree of human resources. With Zenput, we can assign tasks to the restaurant level, determine when it should be done and get notified automatically when the work is completed.”

Doug Smith  
VP Operations, Hardee’s

“Before Zenput, we were hoping the stores sent their daily inventory information, hoping they were doing the accurate counts, and hoping they were sending the discrepancy reports. Now with Zenput, we have proof that these things are happening.”

Cindy Kelchen  
District Manager & Training Manager, Westar Group

“Zenput provided a more organized, detailed way to do checklists & evaluations and to communicate and keep information stored. It helped streamline processes that were manual or cumbersome and made them a lot easier.”

Peter Bedzyk  
Chief Operations Officer, Phase Three Brands

“Without Zenput, we would have needed to hire several additional employees to manage the data and photos workers were sending from across the country. Zenput let us focus on analyzing data and making decisions, rather than the manual process of collecting, sorting and entering that data into spreadsheets.”

Lori Forsythe  
Project Manager, Welch ATM
2020 MARKET LEADERS

compliant IA

REFLEXIS

ZIPLINE
ABOUT COMPLIANT IA

Compliant IA combines content publishing, instant messaging, tasks, smart checklists, action plans, signature and photo verification to ensure programs and standards are communicated and executed on time, in full, at all locations.

“"We have been able to improve field execution and accountability to our brand standards through use of the Compliant IA platform to document field visits.””
— Business Policy and Operations Standards Manager
Massage Envy Franchising

“We didn’t have a good audit structure before and now we do. With Compliant IA we can verify and audit procedures, set goals and then audit towards them.”
— Goodwill of San Antonio
Manager, Goodwill San Antonio

“[With Compliant IA] audits are faster, and forms can be easily adjusted to our client’s needs. We can now provide clients with a quicker turn around and a greater depth for information gathered. This is essential for our business.”
— Director of Risk Management
Risk Support Services

“Compliant IA gives us the capability and the data to focus in on areas of operational weakness. In particular, Compliant IA helps us tie the audit process into coaching opportunities.”
— Srn. Director of Retail Support Services
Rexall

18 Customer references from happy Compliant IA users

VIEW ALL REFERENCES
ABOUT REFLEXIS SYSTEMS

Reflexis helps retailers simplify store operations and better engage customers to uncover profit. The Reflexis platform of real-time store operations, task management, retail store auditing, time and attendance, workforce management (labor budgeting, forecasting, and scheduling), employee self-service, mobile apps, and analytics enables retailers to align store labor & activities to corporate goals and institutionalize best-practice response to real-time exceptions and alerts. Since 2001, more than 200 of the world's best retailers in multiple vertical categories have reported dramatic improvements in store-level compliance with corporate strategies and increased revenue and profitability after implementing Reflexis solutions.

“We selected Reflexis solutions on the basis of their rich feature set, proven reliability, and ability to scale across our enterprise.”

Mitch Major
VP of Store Operations and Customer Satisfaction, AutoZone

“The Reflexis web-based solution has enabled Argos to communicate efficiently and effectively among corporate, field, and stores, improve planning, and benefit from feedback and real-time visibility into task execution. Compliance rates have also significantly improved.”

Doug Duffin
IS Manager, Argos

“The Reflexis applications will help the chain build and expand on its business. Retail Execution Management is a whole new category of technology for us, because it touches how we execute strategy in the stores and in the field. We knew it could have far-reaching effects for the business if we got it right. Now that it’s up and running, we know we got it right.”

Jim Will
Director of Store Systems and Processes, Dick’s Sporting Goods

“Reflexis has helped us a lot in the areas of two-way communication, accountability, conveying the sense of urgency for high-priority projects, and employee morale. The solutions on mobile devices give managers information at their fingertips, to help immediately address concerns in stores without having to go to office computers.”

Melissa Lindsey
Manager, Murphy USA

Customer references from happy Reflexis Systems users

VIEW ALL REFERENCES
ABOUT ZIPLINE

Zipline is the leading communication and execution platform for retailers who believe in the power of the store experience. Built with the complexities of retail in mind, Retail Zipline helps HQ streamline and coordinate communications with the field, in a way that makes store teams happier and more productive.

“The efficiency, execution, and time savings we’re seeing are tremendous. The insights help us make smarter, faster decisions – ultimately improving our business and the customer experience.”

Julie S.
Director of Training and Communications, BevMo!

“Zipline has 100% transformed the way we work. We’re finally able to engage employees at every level and achieve consistent store execution.”

Emily Lane
Director, Communications Strategy and Operations, Gap Inc.

“Better communications means we can focus on creating better experiences with the space. We know the promotions. And we can sell better because we have more product knowledge we can share. All around, Zipline makes the team more engaged and more focused.”

Katie Sanchez
Manager, TOMS

“With Zipline, everything is condensed. I don’t need to sit in the backroom and look through three emails and a newsletter to find the info I need to do my job.”

Vanessa Zapfe
Supervisor, LEGO
2020 **TOP PERFORMERS**

- AccuStore
- natural insight
- Q·nomy
- Task Pigeon
ABOUT ACCUSTORE

AccuStore is the result of over 35 years of helping retailers gain store-level intelligence to enhance operations, marketing, facilities management and human resources. Its enhanced store profiling technology makes it easy for consumer-facing businesses to access real-time information about every site. AccuStore customizes a database of site-level details and stores it securely on a cloud-based platform with a web interface and mobile app for 24/7 access. A GSP Company, AccuStore is based in Clearwater, Florida.

“"The store-specific guides are now much simpler to use. Even a new store employee would find it easy.""
Retail Sales Specialist
Leading Convenience Retailer

“"AccuStore’s survey services provided the data we needed to have a comprehensive understanding of each site location from the services offered at each site down to the exact dimension of every wall, window and sign.""
Senior Manager of In-Store Communications
Giant Eagle

“"The rollout of our recent PolarPop™ Translight program was essentially seamless.""
Terry Brown
Advertising Manager, Circle K
ABOUT NATURAL INSIGHT

Natural Insight started delivering cloud solutions to consumer brands, retailers and merchandising and marketing agencies to improve field execution across the retail ecosystem. To date, Natural Insight has collected in-store execution information on behalf of hundreds of brands and managed over 51 million assignments in more than 180,000 stores across the world. Their customers rely on Natural Insight to manage distributed workforces, assign and manage work, verify completion and compliance, as well as collect and report on field data.

“With a remote workforce, having the ability to easily manage, execute, and review work being completed in the field is extremely valuable. Natural Insight has improved our efficiencies and continues to be a valuable partner in our business.”

Rhonda Leader
VP of Operations, Market Connect Group

“With a large decentralized workforce it is important to have the ability to assign jobs, record project information, get real-time updates and feedback from the field and hold employees accountable. Natural Insight allows us to do this and focus on what matters. It is the leading application for our kind of business.”

Chris Nozet
President, AMS Retail Solutions

“Natural Insight makes it easy to schedule the right people for the right jobs and gives us the reporting tools we need to verify that we’re delivering the highest quality merchandising solutions to our customers.”

Andrea Kraatz
Workforce Management Supervisor, Lawrence Merchandising

“Natural Insight’s performance rating system provides our staffing company with an unparalleled level of detail about our workforce. We are able to identify our field heroes and assemble the ultimate A-team — driving more value for our clients who count on us to recruit and manage workers across the U.S.”

Lisa Ritchie
VP Talent, North America, Match Marketing Group
ABOUT Q-NOMY

Q-nomy has been developing, selling and implementing software solutions that help organizations optimize the customer experience in their branches or stores. Q-nomy’s software tailors the individual experience of visiting the store or service center, from entrance to exit, to the customer’s personal background, expectations, and needs – and at the same time allows the business to use this experience as a platform for targeted multi-channel messaging and advertising.

“Q-flow has proven to be the right tool. It has contributed towards simplification of the sale process, allowing the branch staff to offer our customers more qualified and professional advice. Since its introduction, we have been able to recognize the benefits of using Q-Flow, and we are upgrading its use in more areas. Q-flow features great flexibility and…”

Amedeo Falletto
HR and Administrative Director, Banca di Asti

“I use the Q-Flow ‘Info Center’ to monitor my branches, and to demand explanations from regional managers for every drop in the level of service. Before Q-Flow was deployed, service center management was based on estimates; today, regional and branch managers are in complete control and know exactly where they stand compared to company goals.”

Ami Brenner
Regional Orange Centers Manager, Orange

“We’ve had some centers really show improvements, moving their SL’s [service levels] 20-30% over 90 days by focusing on transaction type and gaining efficiencies with staffing (schedule adherence and service times) That data we get from Q-Flow has allowed us to position staff better in order to meet demands at some of our highest volume centers.”

Nathan H.
Sr. Manager, Workforce and Technology Planning, BECU

“The Q-Flow solution has not only helped us to improve our level of customer service, but the reporting capabilities really allow us to manage agent and branch efficiencies.”

Marion Sitter
Manager – Medical Imaging, Cabrini Health

37 Customer references from happy Q-nomy users

VIEW ALL REFERENCES
ABOUT TASK PIGEON

Task Pigeon is a Software-as-a-Service company that provides a straight-forward, yet powerful task management tool that is used by thousands of individuals and teams across the world. Their core focus is delivering a product that is easy and intuitive to use, all while ensuring you have access to the features you need to create, assign and manage tasks, as an individual or in a team.

8 Customer references from happy Task Pigeon users

VIEW ALL REFERENCES

“Task Pigeon is a simple to use task management application which ticks the boxes for our business. Many of the competing products in the market get weighed down with overly complex feature sets and user interfaces, most of which are superfluous to our requirements. With Task Pigeon, we can onboard a new developer and there is next-to-no training required to get up and running. This suits us well and allows us to focus on what we are good at, which is building software.”

Daniel Bligh
Identity Architect and Lead Developer, Assertiv

“Unlike other applications you can see and access every part of your dashboard in just one click. It’s easy to create tasks, filter between different views and ultimately get a good understanding of what you have to work on.”

Paul Towers
Creator, Startup Soda

“Syntricity Networks is thoroughly convinced it made the right decision moving its task management to Task Pigeon. And with Task Pigeon routinely adding new features like its recent support for sub categories, Syntricity is often surprised how the tool continues to evolve and thereby making Syntricity more productive.”

Michael Alicea
Chief Information and Operations Officer, Syntricity Networks
2020 RISING STARS

CONCRETE

Foko Retail
ABOUT CONCRETE
Concrete retail management software is used by many of the world’s largest and well-known brands. They provide a cloud based application that connects head office teams to your stores, whether wholly owned, joint venture, franchise or wholesale. With retail experiencing significant change with the growth of e-commerce, brands with a physical presence need to capitalise on the unique relationship this enables with their customers.

"Concrete has become a real home for the Mothercare brand. It’s a single source of truth that allows us not only greater oversight into how content is being used, but greater confidence that our important international franchise business is operating consistently, and being supported in the right way.”

Kam Johal
Global Programme Manager, Mothercare

"Concrete Manage has been a huge improvement. Not only can we better control how local teams make design requests, but my team now has full visibility over work items, meaning we can prioritize efforts and be more accurate in our deadlines.”

Marjolein Bamps
Brand Creative Services Manager EMEA, Wrangler

"As a department store, operations can be highly complex. We have multiple departments and product lines; the range is very diverse. Having a tool like Concrete Publish enables us to better control this diversity. It’s simple to add new content to Concrete, create visually stunning pages, and structure it in a way that makes sense to geographically...

Steve Johnson
International Store Operations Manager, Debenhams

"The biggest change Concrete has made is the ability to ensure we have a consistent way of delivering information to all relevant parties.”

Shawn Lynch
Senior Client Relationship Manager, VSP Global
ABOUT FOKO RETAIL

Foko Retail is a social media-style, task management and communication platform that helps retail teams ensure brand consistency across locations by engaging frontline teams to get it done - whether “it” is visual merchandising, marketing or operations.

“We use Foko Retail to centralize all of our communication and operations. In stores, that communication is instant and accessible. Now our team has one place to go for all of their tasks and information. It’s a game-changer.”

Dave Sanborn
Senior Director of Store Operations, Five Below

“Our new process ensures execution is the same across the board in all of our stores and helps stores troubleshoot any issues they’re having at that particular location so we can work out a solution together. Now that we can do it in real-time, instead of waiting for emails to trickle in, we’re saving a significant amount of time on merchandising…”

Kelsey Leach
Visual Merchandising Manager, Fuego Stores

“Getting store teams to really understand the importance of visual merchandising has been a journey. Foko has helped us build that mindset and community. Compliance has gone way up, and the added visibility between Regional Visual Managers and stores means that we can extend our reach to more locations, without adding headcount to the team.”

Fiorina Giovinazzo
Director, Field Visual, Indigo

“The compliance 100% has improved massively. Before Foko Retail, because we’ve got 300 stores, we would spend literally days collating photos of their sale launch...Now, the whole process can be done in a matter of hours.”

Alice Millichamp
Retail Operations Manager, Kurt Geiger