

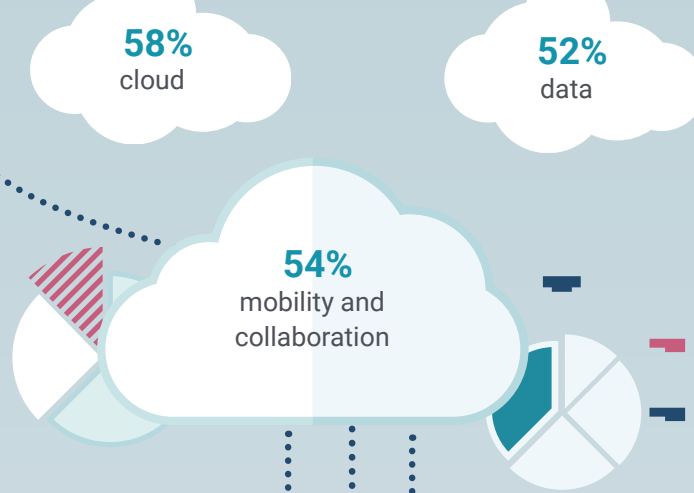
The Builders Merchant of The Future

As consumer expectations change and new technologies evolve, digital transformation is necessary to improve the customer experience and increase operational efficiency. Let's look at how new and emerging technologies will transform the day-to-day operations of a builders merchant.

The top three digital transformation drivers are¹:

- Increased speed of innovation
- Improved customer experience
- Improved time-to-market

The biggest disruptive technologies cited by global respondents are²:



Anytime, anywhere orders

A builder is on site and needs to place an urgent order. One phone call or the press of a few buttons and the transaction is underway:

Order is prepped and ready for collection from the builders merchant

Order is prepped and delivered direct to site at a convenient time

25% of executives expect digital to create better customer experiences³

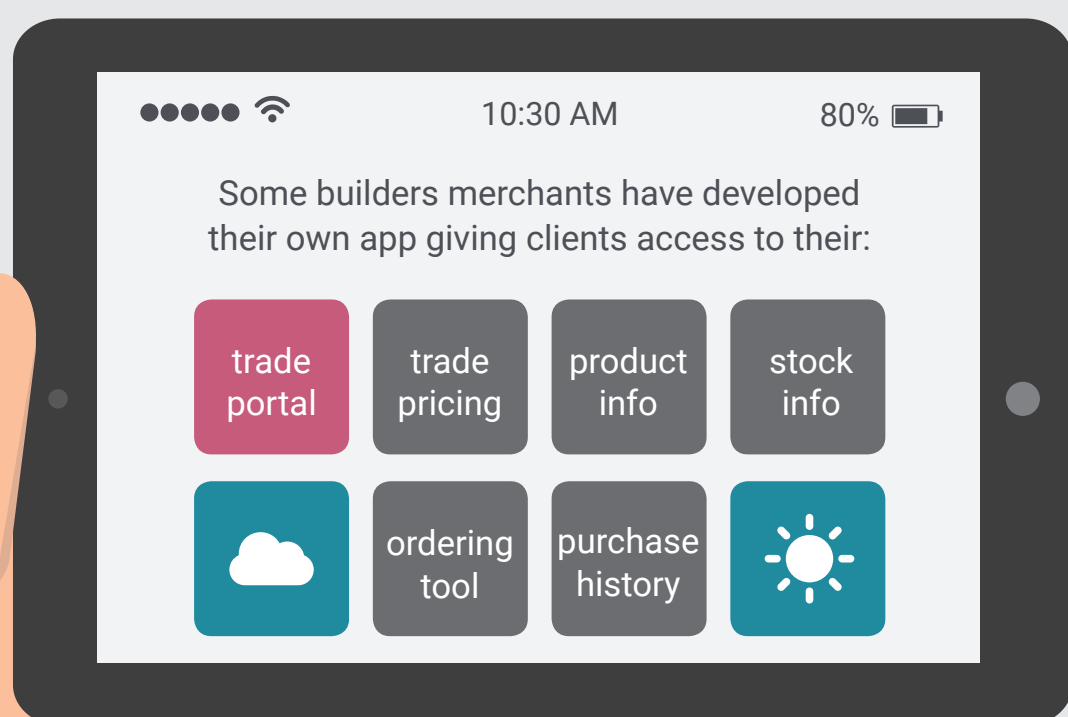
70% of executives have started the digital transformation of their supply chains³

Order is moved into position for pick-up and builder notified when ready

With remote connection via the cloud, builders can browse product ranges and check stock availability

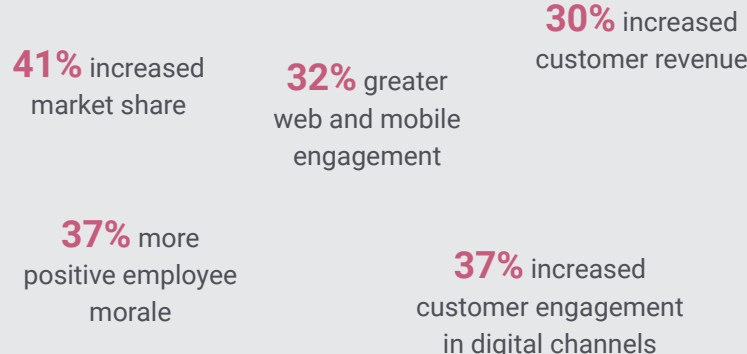
Unavailable products can be sourced from network and order placed on supplier

Check out our new app



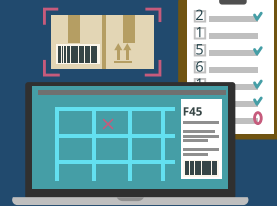
Some merchants have taken this a step further to include image recognition technology. For example, the app can be used to scan a brick and find the closest match available.

Benefits organisations enjoy following digital transformation include⁴:

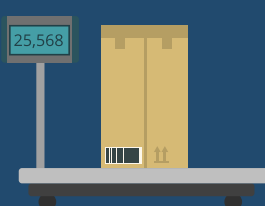


A digital pair of eyes

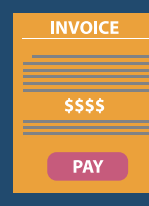
Instore and out in the yard, the latest camera technology can scan what's picked up off the shelves:



Check builder has correct quantities



Verify the weights for loading



Calculate the invoices



Optimise the check-out process

Share your wisdom

Builders merchants are valued for their wisdom. Armed with a tablet, your advisors have all the information they need at their fingertips, wherever they are, enabling them to offer higher levels of service.

39% of organisations say their digital transformation efforts have helped them make strong progress in enabling real-time transactions⁵

32% say it has helped them make strong progress in improving the efficiency of operations⁵

28% say it has helped them acquire new customers⁵

- Check stock availability
- Create cross and upsell opportunities
- Access full product information
- Advise customer of alternative products

Tap into new revenue streams

New technologies will automate access and evaluation of planning department data, enabling builders merchants to proactively spot opportunities.

And with the increase in predictive maintenance, data shared between builder and merchant means stock can be made available in advance for faster repairs – a win-win situation for all concerned.

✓ Do advance stock check of building materials likely to be needed

✓ Spot new sales opportunities and proactively plan for them

33% of organisations say their digital transformation efforts have helped them make strong progress in creating new sales channels⁵

45% of executives expect digital to grow their revenue⁶

What's your timeframe for change?

Is this a day in the life of your business operations or have you yet to embark on digital transformation? Your systems are the foundation to your digital transformation – if they're holding you back, it's time to seek expert advice.

85% of enterprise decision makers feel they have a timeframe of two years to make significant inroads on their digital transformation before suffering financially and/or falling behind their competitors⁷

Survey respondents rated 'current IT systems' as the third biggest obstacle to achieving digital transformation⁷

About HSO

HSO is a Microsoft Gold Partner with over 25 years of experience in the implementation of Microsoft Dynamics solutions. We've been named a member of the Inner Circle for Microsoft Dynamics partners for nine consecutive years.

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Sources:

¹ Leading Digital Business Transformation, Forrester / Squiz / SugarCRM, 2016

² BT CIO Report, 2016

³ The Current and Future State of Digital Supply Chain Transformation, Capgemini, GT Nexus, 2016

⁴ State of Digital Transformation Report, Altimeter Group, 2016

⁵ Digital Evolution: Learning from the Leaders in Digital Transformation, Economist Intelligence Unit (EIU), 2015

⁶ Global Digital IQ Survey, PwC, 2015

⁷ Source: SloanReview

⁸ Are Businesses Really Digitally Transforming or Living in Digital Denial, Progress, 2016

About Microsoft Dynamics

Microsoft Dynamics makes it easy to streamline processes, providing visibility across the organisation, and helping to simplify compliance.

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