

Infor Engage

Deliver a richer shopping experience

By providing instant access to information like ratings and reviews, recommendations, inventory availability, and shipping options, your POS system serves as a critical link between shoppers and associates: It unifies the channel where shoppers engage with your stores, and the back office functions that deliver on their expectations.

With Engage, your associates gain instant access to product, promotion, inventory, order, and customer data, so they can deliver a richer shopping experience that can help improve sales and better satisfy customers. In addition, Infor® Engage revolutionizes in-store shopping by helping you make the point of sale a more dynamic point of service. It builds on the traditional strengths of the retail environment—like personalization, associate expertise, and hands-on service—and makes them omni-channel ready.

Key benefits

Infor Engage lets you engage with your customers in new ways, so you can:

- Transform the point of decision into the point of sale with mobile transaction capabilities.
- Give shoppers a personalized, data-rich experience that combines the best of online access with in-person dynamics.
- Make customer interactions more dynamic with content-like product ratings and reviews.
- Access inventory anywhere in your enterprise, and ship it anywhere the customer wants.
- Accept multiple forms of payment—including loyalty points and gift cards—and process returns from anywhere in the store.

In the back office, Infor Engage gives you the functionality you need to help:

- Improve operational efficiency with flexible access to store management functions.
- Maintain store parameters and configurations.
- Perform start and end-of-day operations.
- Maintain employee roles, security, and passwords.
- Configure, view, and print store reports using real-time transaction data.

Engage with omni-channel shoppers

With Infor Engage, you get engagement features including:

- **A fully featured POS platform**—A native mobile POS platform with full tender support, including loyalty points and gift cards, enables flexible returns processing.
- **Complete in-store order management**—Detailed visibility into cross-channel order status, with tools to place, manage, and modify orders during the in-store interaction.
- **Integrated omni-channel customer engagement**—Streamlined access to complete product data, which allows associates to use personal shopping features with multiple customers simultaneously, as well as support for upselling and cross-selling, enterprise inventory location, and embedded gift registry and layaway management.
- **Advanced POS and integrated store operations**—Access to store operations, reporting, advanced pricing and promotions data, and system configuration and monitoring.

- **Multiple PIN pad form factor support**—Accommodates a broad range of payment processing options, including legacy card readers and scanners as well as the latest mobile devices.
- **PCI PA-DSS 2.0 and P2P compliance**—Built-in compliance with PA-DSS requirements and compatibility with P2PE and tokenization providers for secure mobile transactions.

Support your back office operations

Infor Engage provides back office support for:

- **Customer data management**—Quick access to customer information and transaction data to assist associates in personalizing the shopping experience.
- **Streamlined store operations**—The ability to simplify, monitor, and maintain store operations, including store open and close, employee roles and permissions, and till reconciliation and cash deposits.
- **Internationalization**—Multi-currency, multi-language capabilities to support strategic expansion into new markets.
- **In-depth reporting**—Insight into associate and store performance on key measures.
- **Up-to-date store information**—Synchronization of all in-store devices and systems to support real time store activity such as data movement, price management, and inventory.
- **Seamless integration with other Infor and Infor Converged Commerce Solutions**—Achieve lower total cost of ownership and easier maintenance and upgrades through out-of-the-box integration with Infor Store Inventory Management, and Infor Omni-channel Hub.

Empower your teams for omni-channel success

Infor Engage delivers the operational efficiency you need to make your stores an essential part of the omni-channel shopping experience. You also get the front and back office management capabilities and visibility to streamline all facets of daily store operations. Best of all, Infor Engage empowers your associates with inventory visibility throughout your entire enterprise, while also giving shoppers the ability to place cross-channel orders.

[Learn more about Infor Retail >](#)



Copyright ©2018 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. www.infor.com.

641 Avenue of the Americas, New York, NY 10011

INF-1541063-en-US-0318-3