



Multi-Channel Solutions

Introducing the ‘Knowledge’. The MNP contacts we have engaged could help you sell more, improve margin and help evolve your end customer experience.

For many years, MNP has been developing, implementing and supporting the ActiveSeries multi-channel direct inventory and order management platform which is used by many of the leading direct brands today. From fashion, garden, kitchen to pets, our system users all have a mission to trade globally and grow profitably.

This year we are introducing contacts that will add expert industry ‘knowledge’, sources which will help inspire clients and fellow readers to achieve even more from their operations, work flows and customer communications. MNP has engaged a number of industry gurus, experts for product copy, catalogues, taxation through to duplex printing with a mission to share core best practice discipline from their range of expertise.

We hope that this collaboration between system and knowledge will serve you and the industry well.

Look out for the series of ‘Knowledge’ e-shots from MNP.

Force 4 Chandlery sail ahead with MNP’s OMS & WMS

Boating equipment provider Force 4 Chandlery has come from humble beginnings with a single London based store to become one of the UK’s fastest growing niche omni-channel retailers. With a need to support store expansion, growing direct channels including online marketplaces and the latest Magento ecommerce platform, MNP was selected to provide the OMS, WMS and companywide intranet to become the foundation platform upon which the business will deliver its retailing ambitions. By implementing MNP’s OrderActive, WMSActive and IntraActive, Force 4 Chandlery now have business intelligence at all levels, sales, operations, inventory and more. Lawrence Parr, Managing Director at Force 4 Chandlery comments: “We chose MNP because their passion was clear from the outset. From their first site visit to see how we operate they were pointing out areas to make efficiency and optimal gains. Importantly for us, they had experience of delivering complex multi-channel systems across multiple channels, giving us opportunities to see the software in use with other clients. We were impressed with the simplicity of the user interface, despite the complexity and depth available. Business analytics are available at every level of the software, so it is easy to identify issues early and report on just about anything! The support structure and staff at MNP have all been incredibly helpful from day one, and we’re looking forward to further developments!”

www.force4.co.uk



Northern Pets scales up with MNP’s Warehouse Management System – WMSActive

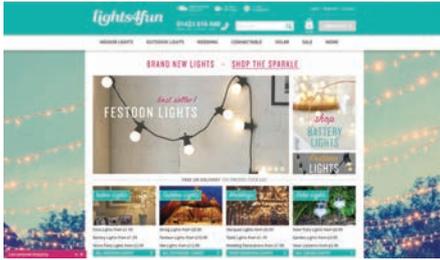


Northern Pets goes live with MNP’s WMSActive to increase productivity, evolve workflows and processes to improve logistic capability and efficiencies. With a focus on customer experience, the warehouse platform will ensure accurate receiving, order fulfilment and returns processing. Northern Pets happens to be a provider of the widest range of parrot supplies and accessories available in the UK and uses MNP’s OrderActive OMS to have the essential pet feeds delivered on time. “We needed to have improved control over our inventory” says Mike Taylor, Managing Director at Northern Pets. “In addition we wanted to pick multiple orders in parallel to gain productivity but at the same time to improve accuracy. We are convinced that MNP’s WMSActive WMS has the capability to deliver our requirements through the use of the advanced system processes and use of mobile devices.” MNP’s Managing Director, Pierre D’Arbost adds: “We are delighted that Northern Pets has chosen to extend its use of the MNP ActiveSeries solution. Our WMS is being continually evolved and will ensure that clients have optimum control over their warehouse operations.”

www.northernpettrade.com

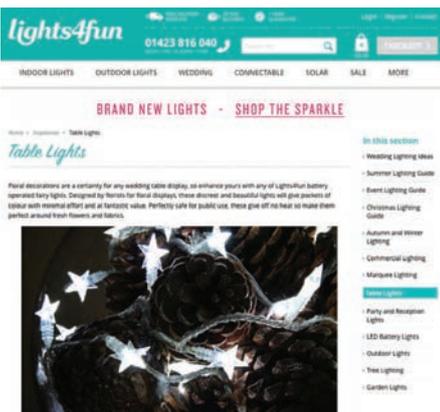
Featured MNP client news

Lights4Fun implement ActiveSeries Multi Channel solution for profitable growth



Innovative, fun and very bright e-tailer Lights4Fun have ambitious worldwide direct growth plans. Leveraging international and online marketplace channels, MNP's proven, scalable and deeply integrated OMS will provide Lights4Fun with an electric platform upon which to scale globally. In addition, PSMActive, MNP's Key to the Lights4Fun team was multichannel, multi-currency capability, scalability and capacity to customise on demand. The OMS has been initially integrated into the Hot Mustard ecommerce platform serving several countries including UK, Germany, Poland, Italy, France and Spain and their Amazon, Amazon FBA and eBay channels. Lights4Fun also sell through the NotOnTheHighStreet and Tesco marketplace platform. A case study will be released in due course.

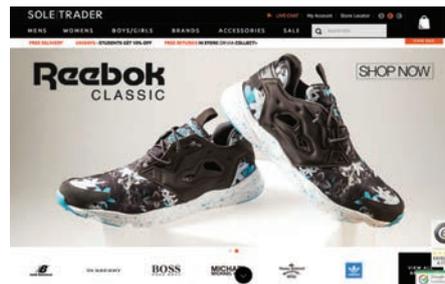
www.lights4fun.co.uk



Soletrader fights back on fraud

Soletrader selected ACI Fraud Manager via MNP to help mitigate web order fraud, reduce charge backs, reduce manual referrals and maximise revenue and margin. Soletrader implemented MNP's OrderActive OMS platform in 2007 and have since utilised a number of additional 'customer enhancing plug ins' to help achieve further efficiencies and optimisation as the Soletrader business evolved all whilst continuing to deliver a positive end to end consumer omni-channel experience. Soletrader contacted MNP for best practice advice and the business is now set to develop further with optimised fraud prevention.

www.soletrader.co.uk



Lakeland's profits bake and rise

Lakeland doubled its profits last year after The Great British Bake Off inspired cooks to flock to the kitchenware mecca. The retailer reported a 5.5pc rise in sales to a record £175.6m. The retailer expanded its international business by opening its first stores in India. "It's an exciting time for Lakeland," said Bob Granger, Lakeland's retail and finance director. MNP provide the ActiveSeries suite where the system facilitates product management, purchasing, order orchestration and much more. Please refer to the MNP and Lakeland case study.

www.lakeland.co.uk



Hats and Caps improve postal service

Now live with NetDespatch being fully integrated into the MNP order management platform, Hats and Caps can now offer customers a complete Royal Mail service and delivery solution. NetDespatch is a leading Software as a Service (SaaS) parcel data management platform for postal and parcel carriers. Hats and Caps can now benefit from a fluent postal service, which their loyal customers can now enjoy!

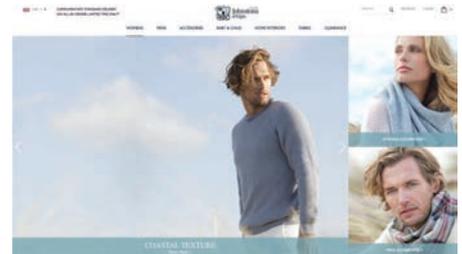
www.hatsandcaps.co.uk



Johnstons of Elgin opens London flagship store

Luxury Scottish cashmere manufacturer Johnstons of Elgin announce the opening of their first London flagship store on New Bond Street. This completes the process to enable the brand to be truly omni-channel. Fashion Master EPOS has been selected as the instore technology partner. Alongside the Magento ecommerce platform, the EPOS system will be fully integrated into the centralised MNP multi-channel order management suite, 'OrderActive', which facilitates the full end to end multi-touch point customer experience. The multi-channel customer service suite, direct order fulfilment and inventory management are all also facilitated by the OMS platform.

www.johnstonscashmere.com



Trusted by



LAKELAND



KURT GEIGER

info@mnpthesolution.com | www.mnpthesolution.com

501 Silverside Road | Suite 105 | Wilmington | DE 19809 | USA
T: +001 302 798 0700

91 Crane Street | Salisbury | Wiltshire | SP1 2PU | UK
T: +44 (0) 1722 341342 | F: +44 (0) 1722 341888

