

centre 360

The right tool to help your
Garden Centre grow



Introducing Centre 360

Centre 360™ is a totally new way of managing your Garden Centre. The tablet-based App is 100% paper-free and is able to be modelled quickly and easily to your own business needs.

Operational activities are defined and then monitored within the App. Key activities can be defined so that personnel can be alerted via SMS if deadlines approach ensuring that key activities are completed on time, every time.



Why use Centre 360?

Centre 360™ will provide you with total visibility of each garden centre that you own. Pre-built processes cover the key operational, health & safety and compliance activities that need to be undertaken on a daily basis to operate efficiently.

Key to the solution's success is online information availability. Minor issues can be managed using online information freeing up time and reducing the number of visits head office staff make to garden centre teams. The real-time reporting mechanisms of the solution remove risk too. If staff fail to complete key tasks, the solution will communicate this to head office. All too often paper-based processes allow staff to retrospectively complete paperwork after it was due.

Existing service processes of the App include:

- > Centre Open Checks
- > Fire Safety Checks
- > Safe to Trade Checks
- > Café Bar Opening Checks
- > Hot / Cold Food Temperature Checks
- > Plant Maintenance Activities
- > POS Operational Checks
- > Store Re-Format Activities
- > Fork Lift Truck & Vehicle Checks

Putting you in control

INFORMED

Core management information is available for any centre, anytime and anywhere.

PLANNER

The planner provides a simple 7-day view of each centre's scheduled activities. Centre and managerial staff can quickly check whether activities have been completed. Simple Red, Amber and Green colour coding provides feedback about whether they were completed on-time

TAILORED TO YOUR NEEDS

The App is clean and simple to use and in many installations hasn't even required formal training. Task detail is tailored to each user's individual role resulting in relevant, clear and manageable reporting.

SERVICE FORMS UNIQUE TO YOU

Standard service reporting features are available for no extra fee. If there is something that you do differently in your garden centres then we can build these too in a matter of days.

SMS AND EMAIL ALERTS

Some service actions will be critical and these can be defined to include staff alerts to ensure they aren't missed. If a deadline approaches, the centre manager will receive a text reminder. If this is ignored, the same reminder may be escalated to an area manager to ensure vital operations are undertaken.

FULL SERVICE HISTORY

The app will allow staff at all levels to access previously completed service reports. The online form history is the equivalent of accessing a filing cabinet full of reports and service outputs. The difference is that this information is now available directly on the tablet.

IFORMS

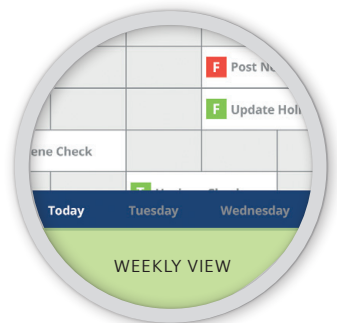
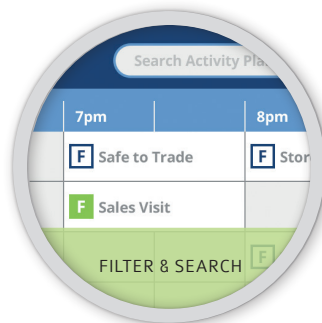
Service forms can be generated directly from the App. Completed from the tablet, service forms will be pre-populated with the key information about the garden centre and can include photo attachments, voice memos or GPS geolocation data about where the form was filled in.

Items	Status	Defects
Fire doors unlocked and exits clear	<input type="checkbox"/>	<input type="checkbox"/>
No signs of overnight pest activity	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen is clean	<input type="checkbox"/>	<input type="checkbox"/>
All equipment working correctly (report any defects)	<input type="checkbox"/>	<input type="checkbox"/>
Adequate hand washing and cleaning materials available	<input type="checkbox"/>	<input type="checkbox"/>
Staff fit for work and wearing clean work clothes	<input type="checkbox"/>	<input type="checkbox"/>

Any Comments / Action to be Taken:

IFORMPRO

Generate service forms directly from the app. Complete and submit and the app will automatically update and will include any additional attached photos, voice memos or GPS locations added to the form.



Key Benefits of Centre 360

CENTRE TEAM

- > Dynamic centre operations planner
- > Easy to use pre-populated forms
- > Guided operations with 100% compliance
- > Single communication tool to Head Office
- > Improves operational efficiency
- > Improves customer experience
- > Removes risk

MANAGEMENT TEAM

- > Reduced centre visits and travel
- > Real-time performance information
- > Mentor centre managers intelligently
- > Early warning of centre issues
- > Aid emergency planning
- > Supports HR management





This is an exciting time for us as our business is growing and we want to ensure the best possible customer experience in our stores. Centre 360 gives us complete piece of mind that all of our core safe, legal and operation activities are completed on time, correctly and with 100% transparency. Allowing our staff to focus on the right activities at the right time, cutting cost, improving sales and enhancing the customer experience.

Andy Blunt, Operations Director,
Squires Garden Centre's

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