BRP E-COMMERCE SOLUTION - ORDER MANAGEMENT & ANALYTICS







We help businesses transform with smarter ways in adopting technology; creating possibilities that accelerates value creation.



ABOUT US

OUR GROUP STRUCTURE

Polaris helps businesses in their digital transformation journey; with solutions built for the Cloud and Mobile.

Our focus is into e-commerce solutions, data analytics and customised software development services.



GOS Group. Since 1986. Distribution of office supplies and equipment.









Customised Solutions & Technology Consultancy

E-Commerce Solutions

E-Commerce Marketing Warehousing & fulfilment.

WHAT WE DO

OUR SOLUTIONS AND CAPABILITIES



SOLUTIONS

E-Commerce Order

Management System,

Marketplace &

Accounting

Integration, Analytics



CUSTOMISED SOLUTIONS

Bespoke Solutions & Systems Integration.



CONSULTANCY

Business & IT
Strategy, Product
Design &
Development.

WE BELIEVE

... that many businesses are being under-served and under-advised but have the potential to grow, with the right digital transformation strategies. \Box



GREAT USER EXPERIENCES

We believe that users have the right to demand for elegant and well-thought-out interfaces; and that good design is not reserved for apps outside the business environment.

SUCCESSFUL SOLUTIONS DELIVERY

We endeavour to make each customer engagement a success. Our track record since our inception shows a high customer satisfaction and retention rate; many of which have continuously worked with us from day one.

PARTNER & CUSTOMER INTEREST

We believe in "Methodology over Technology"; in that often a practical solution can be achieved with the right approach without the costly reengineering of technology.

HISTORY & TRACK RECORD

2005

Polaris was founded as a startup that focuses on CRM solutions for SMEs.

2007

First Malaysian publicly listed company as a customer. First non-Malaysian based business using Polaris CRM.

2010

First UK AIMS listed customer. Appointed Hornbill SupportWorks partner for the Asia Pacific region.

2006

Polaris begins to build web applications which are integrated with accounting and inventory systems.

2008

Awarded MSC Malaysia Status in recognition of our continuous R & D efforts.

HISTORY & TRACK RECORD

2012

First government project in Malaysia. We successfully delivered the Ministry of Health's National Diabetes Registry.

2015

Launched the TouchSales mobile sales solution. Moved into new office in Bangsar South.

2018

Developed the IT helpdesk system for the Malaysian Road Transport department.

2014

Received the MDeC ICON3 grant award for the TouchSales mobile sales solution.

2016

Commencement of strategic investment and partnership with GOS Group of Companies.



BRP Solution development and pre-commercialisation. TouchSales Cloud Solution pre-launch.



OUR CLIENTS



OUR CLIENTS







OGAWA































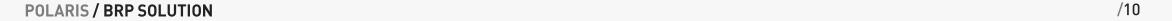












WHAT ARE THE BIGGEST CHALLENGES,,

for the e-Commerce Industry Players?

BUSINESS CHALLENGES

TOP 5 E-COMMERCE STRUGGLES



Management Across Multiple Channels

There is a challenge in manually consolidating and managing data to/from different sources (web, marketplaces, B2B etc.). This can lead to missed orders and delays in order fulfilment.



Lacking Profitability Analysis

Businesses are mostly unable to see if profits are made despite having considerable. There is a lack of visibility to measure sales after marketplace charges and other costs.



Inadequate Reporting and Analytics

Analysis into data such as the ability to identify repeating customers, product margins, sales trends, top products etc. is hard to be done without the proper tools.

BUSINESS CHALLENGES

TOP 5 E-COMMERCE STRUGGLES



Lack of Information on Stock Aging & Expiry

Not having timely stock information may result in overstocking or understocking. Cashflow issues such as cash being 'stuck' in inventory or 'holding' of unprofitable models may occur.



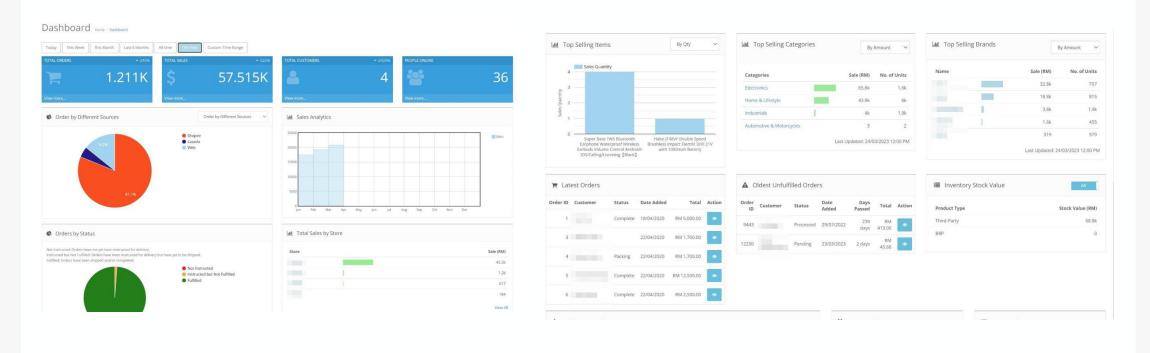
Inability to Verify Marketplace Payments & Charges

Overcharging may occur without a means to check marketplace statements, charges and withdrawals; especially during campaigns.

INTRODUCING THE BRP E-COMMERCE SOLUTION

INTRODUCTION

The BRP e-Commerce Solution is a multi-channel order management and analytics solution for e-Commerce sellers and any business that sells online.



KEY OUTCOMES

Streamline your e-Commerce operations by automating end-to-end business workflows from sales to billing and fulfilment (including last mile delivery). Manage income & payment reconciliation, accounting integration and produce analytics.









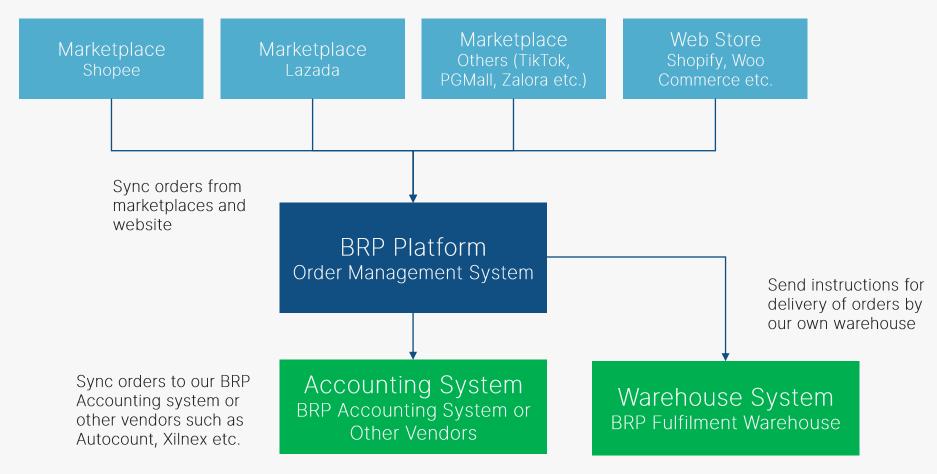
Automate Repetitive Tasks

Enhance Productivity

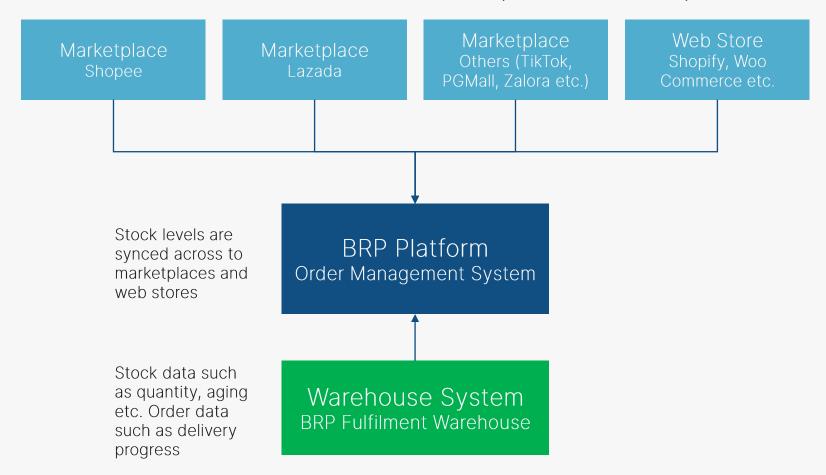
Improve Stock Turnaround Time

Reports & Analytics

SIMPLIFIED BUSINESS WORKFLOWS (ORDERS)



SIMPLIFIED BUSINESS WORKFLOWS (PRODUCTS)



KEY FEATURES

Product Management- Sync product details and stock levels to all sales channels (marketplaces & web). Manage variations, bundles, tiered and promo pricing, free items.

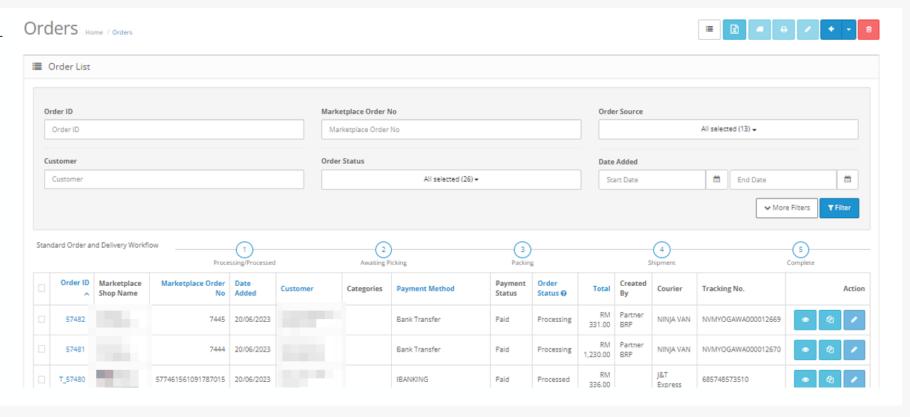
Product Code Management - Match product codes between different marketplaces & accounting system to solve data consistency issues.



KEY FEATURES

Order Management – View all orders and its status from every sales channel in one

platform.

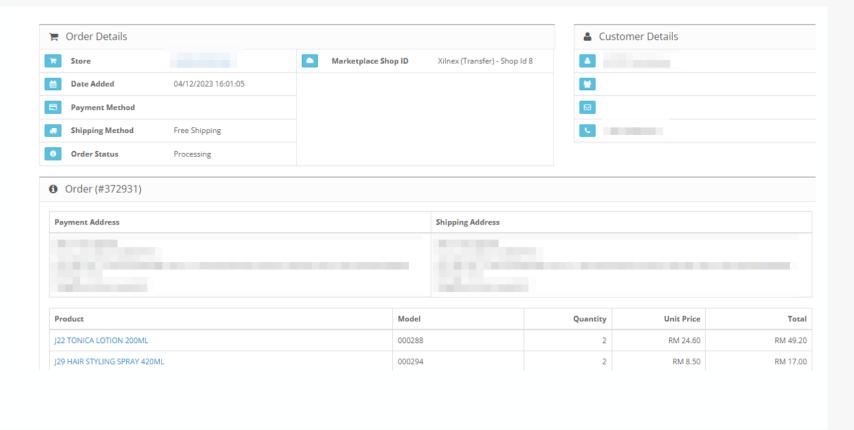


KFY FFATURES

Delivery Management – View order fulfilment status from every channel (including airway bills).

Manage deliveries including integration with courier services.

Direct integration with our BRP warehouse for an end-to-end customer experience.



KFY FFATURES

Marketplace Integration – Pull orders and update product data with various marketplaces such as Shopee, Lazada, TikTok, PGMall, Zalora etc. Integrates seamlessly with web stores such as Shopify, WooCommerce and EasyStore.















ZALORA

/22 **POLARIS / BRP SOLUTION**

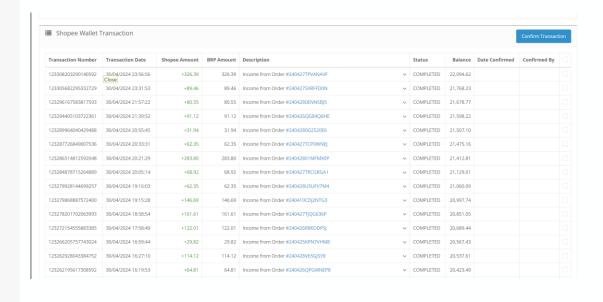
KEY FEATURES

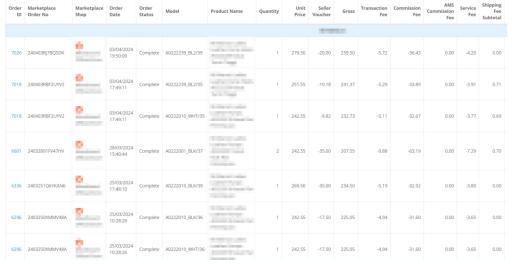
Order Income Analysis – Reports to show income per order after factoring product cost and marketplace charges. Identify unprofitable products, overcharges and other anomalies.

Order Item Subtotal	Payment Fee	Commission	Free Shipping Max Fee				LCP Fee	Lazcoin Discount	Marketplace Transaction Information	Order Income (RM)
25.60	-0.53	-0.66	-1.32	0.00	0.00	0.00	0.00	-1.28	Item Price Credit: 25.60 Commission: -0.66 Free Shipping Max Fee: -1.32 Payment Fee: -0.53 Lazcoin discount: -1.28	21.81
196.29	-4.14	-5.17	-10.36	0.00	0.00	0.00	0.00	-4.57	Item Price Credit: 196.29 Commission: -5.17 Free Shipping Max Fee: -10.36 Payment Fee: -4.14 Lazcoin discount: -4.57	172.05
44.70	-1.04	-1.21	-2.42	0.00	0.00	0.00	0.00	0.00	Item Price Credit: 44.70 Commission: -1.21 Free Shipping Max Fee: -2.42 Payment Fee: -1.04	40.03

KEY FEATURES

Marketplace Income Statement & Reconciliation – Reports to show marketplace income statements & reconciliation with withdrawal amounts.





KFY FFATURES

Accounting Integration – Integrate with our in-house solution or other accounting systems like AutoCount, Xilnex etc. to automate billing, payment knock-off, marketplace statement reconciliation.

Quotations Management – Generate quotations for B2B orders with built-in approval workflows.

Sales Person Module – Allow sales persons to manage quotations, orders, customer visits, sales activity/history and communications with customers.

KEY FEATURES

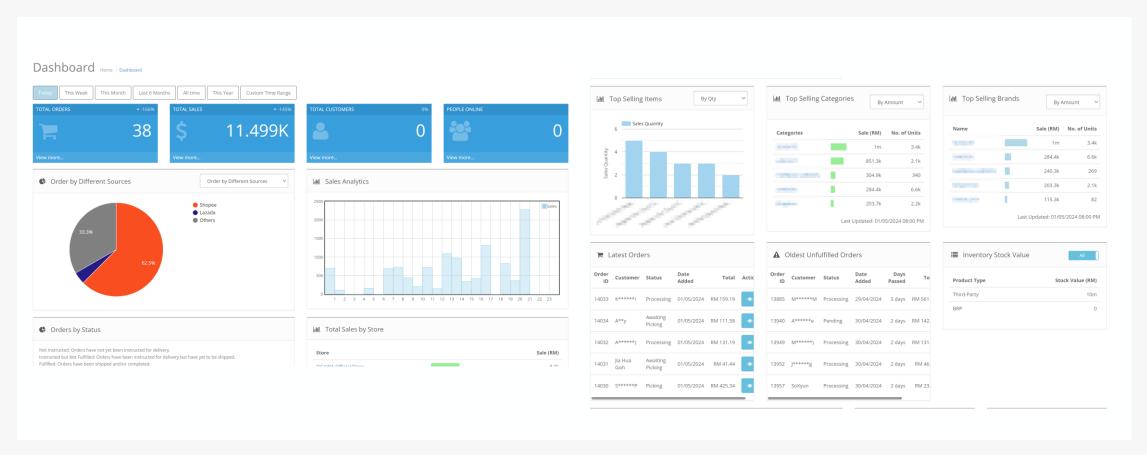
Credit and PayLater – Linkage to payment gateways for credit card transactions and PayLater options for web orders.

Referrals—Track customer and order referrals for commission calculations.

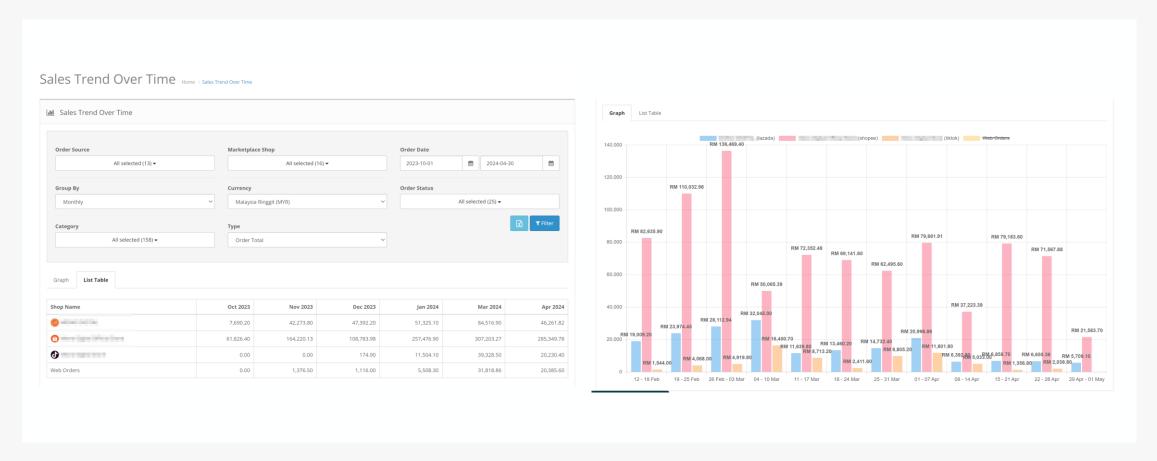
Advanced Reporting & Analytics – Over 20 business reports including business dashboard, daily sales, sales trends, sales by stores, sales by product categories, income details, top products, minimum stock level alert, stock aging etc.

Business Intelligence – Coming Soon!

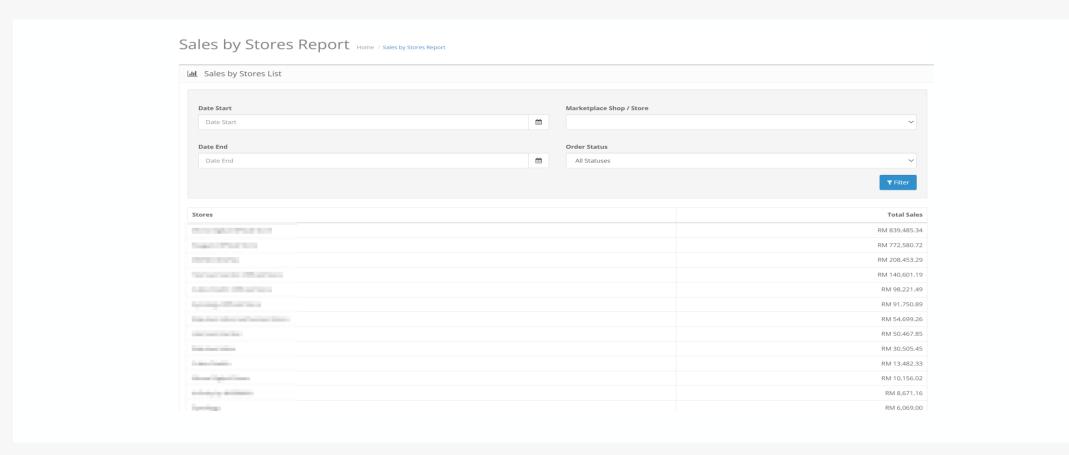
KEY FEATURES - DASHBOARD



KEY FEATURES - SALES TRENDS



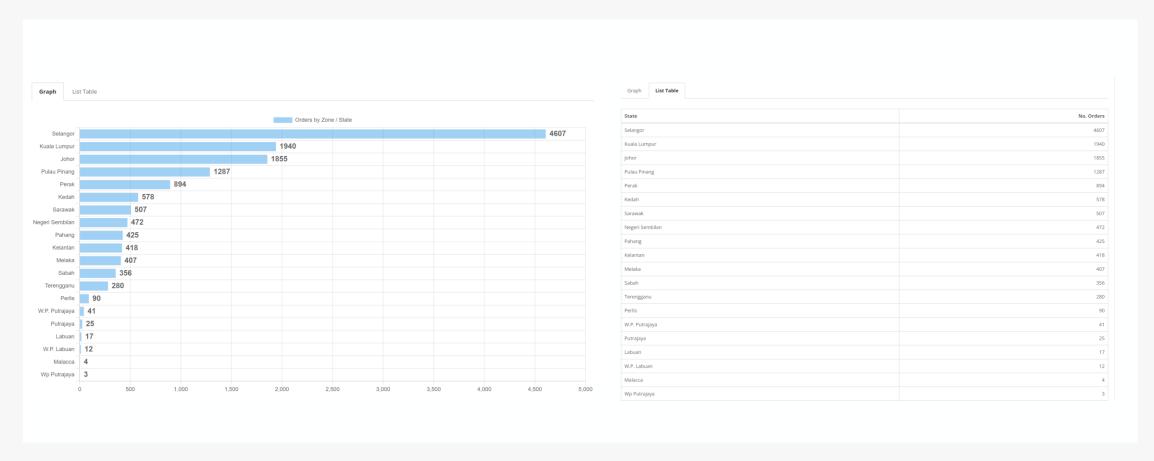
KEY FEATURES - SALES BY STORES



KEY FEATURES - SALES BY PRODUCT CATEGORIES

No.	Product Name	Model	Category	Quantity	Total ^
1		DS224+	• NAS	18	RM 30,294.00
2	Appening the control only the control of the contro	DS723+	• NAS	9	RM 20,474.40
3	region with the minimum test bearing over region and the William	920-007165	KEYBOARD	145	RM 16,002.70
4	produce (COS) - COS) - COS (Cos) (CO	DS923+	• NAS	5	RM 15,841.30
5		DS423+	• NAS	6	RM 15,824.00
6		BSV804SA2M	EXTENSION SOCKET	78	RM 14,433.00
7	Name and the second of the sec	DS223J	• NAS	14	RM 13,805.00
8	Mineral State August State Annual State Commission of Commission Commission State State Commission	Seagate_Pouch_4TB_5TB	FOC ITEM	1119	RM 12,987.00
9	many foreign and the entire fact from the order of the private and private and the private and	LJDV40-16GAB	FLASH DRIVE	1054	RM 12,706.54
10	Processed, distributed for distributed congression of the control	K-KJ55HCC40M	BATTERY	59	RM 10,529.00
11		1366C012AA	PRINTER	66	RM 10,005.00
12		920-009183	COMBO DESKTOP	61	RM 9,402.00
13		TAPO_C210	IP CAMERA	66	RM 9,383.47
14		1365C032BA	• PRINTER	48	RM 9,138.51
15		PCE-AX3000_BULK	ADAPTER	87	RM 8,630.26
16		BSV401SA2M	EXTENSION SOCKET	63	RM 8,272.00
17		DC1201	• NAS	1 /	DM 9 310 00

KEY FEATURES - SALES BY GEOGRAPHIC LOCATION



KEY FEATURES - INCOME DETAILS

Order ID	Marketplace Order No.	Date Added	Order Source	Model	Quantity	Unit Price	Cost Price	Unit Total	Item Subtotal	Shipping	Coupon	Seller Voucher	Marketplace Voucher	Voucher	Total	Transaction Fee	Commission Fee	Margin Per Item	Marketplace Transaction Information							
19028	231025UHRJ H956	25/10/2023	Shopee		1	39.00 39.00	36.10 36.10	39.00 39.00	78.00	5.00	-0.23	-15.00	0.00	0.00	67.77	-1.44	-2.17	-7.74 -7.74	Merchandise Subtotal: 78.00 Shipping Subtotal: 0 Voucher: 15 Rebate: 0 Commission Fee: -2.17 Service Fee: -2.67 Transaction Fee: -1.44							
10020	0 4010513471 56807	71 25/10/2023	l a a a d a		1	33.50	28.00	33.50	103.40	4.90	0.00	0.00	0.00	0.00	108.30	-2.30	2.75	3.86	Commission: -2.75							
19020			25/10/2025 Laza	23/10/2023	23/10/2023	Lazada	Lazada	Lazada	Zo Lazada	10/2023 Laza0a	Lazaua	Lazada		1	69.90	60.00		105.40	105.40 4.90	0.00	0.00	0.00	0.00	106.50	-2.30	-2.73
19018	231025UE1B R55C	25/10/2023	Shopee		1	93.40	50.54	93.40	93.40	5.60	0.00	-5.00	-10.00	0.00	84.00	-1.78	-6.56	24.83	Merchandise Subtotal: 93.40 Shipping Subtotal: 0 Voucher: 5 Rebate: 0 Commission Fee: -6.56 Service Fee: -4.69 Transaction Fee: -1.78							
19014	4009877169 76219	25/10/2023	Lazada		1	38.00	36.10	38.00	38.00	4.90	0.00	0.00	0.00	0.00	42.90	-0.91	-2.82	-1.83	Commission: -2.82 Payment Fee: -0.91 Item Price Credit: 38.00							
	3985848329 61442	25/10/2023	Lazada		1	33.50	28.00	33.50	33.50	4.90	0.00	0.00	0.00	0.00	38.40	-0.82	-0.89	3.79	Commission: -0.89 Payment Fee: -0.82 Item Price Credit: 33.50							

KEY FEATURES - TOP PRODUCTS

No.	Product Name	Model	Category	Quantity	Total ^
1		DS224+	• NAS	18	RM 30,294.00
2	Contract the Contract of the C	DS723+	• NAS	9	RM 20,474.40
3	region to the first term to the framework began to the William	920-007165	KEYBOARD	145	RM 16,002.70
4	produce (MINITO MINITO AND DISSISSION AS BOARD OF SHOW AND SHOULD AND SHOULD SH	DS923+	• NAS	5	RM 15,841.30
5		DS423+	• NAS	6	RM 15,824.00
6		BSV804SA2M	EXTENSION SOCKET	78	RM 14,433.00
7	Spring the system part metallic may not be story may be taken to be because	DS223J	• NAS	14	RM 13,805.00
8	description of the company of the first of the company of the comp	Seagate_Pouch_4TB_5TB	FOC ITEM	1119	RM 12,987.00
9		LJDV40-16GAB	FLASH DRIVE	1054	RM 12,706.54
10	Associate Antonio Production Control Control Control Control Production (Control Production Control Producti	К-КЈ55НСС40М	BATTERY	59	RM 10,529.00
11		1366C012AA	• PRINTER	66	RM 10,005.00
12		920-009183	COMBO DESKTOP	61	RM 9,402.00
13		TAPO_C210	IP CAMERA	66	RM 9,383.47
14		1365C032BA	• PRINTER	48	RM 9,138.51
15		PCE-AX3000_BULK	ADAPTER	87	RM 8,630.26
16		BSV401SA2M	EXTENSION SOCKET	63	RM 8,272.00
47		DC1301	• NAS	1.4	DM 9 210 00

KEY FEATURES - STOCK AGING

Item Name	Item Code	0-30	days	31-60 days			
Item Name	Item code	Quantity	Cost Price	Quantity	Cost Price		
Model 1919*1,800 Model of CODINGS FOR HOMBICODIN (UM ACHMANICO)	MO-BITE KORDINGS.	9	2286.00	45	11430.00		
Monko (RETSS) Monko (RETSS)	MO WORKSTOOM	7	1841.00	0	0.00		
Months faller Months faller SCHOM-9 FOX Displayors Eable (IAA SQUAA ACR) 50040	MO-ISCER IOCOBISTNO SPRING	0	0.00	2	690.00		
North Stating Martine Silve Statinger Color Stapleger Cable	MO HOUROSERETSE	2	998.00	0	0.00		

HAVE A SPECIFIC REQUIREMENT?

BRP E-COMMERCE CUSTOMISATION

TAILORED SOLUTIONS FOR YOUR NEEDS

We support customisations to our solutions.

This can be integration with other 3rd-party solutions such as marketplaces, courier companies etc. or even to build new system features which are unique to your business.



YOU ARE IN GOOD HANDS

... and we are you solution partner for e-Commerce growth. Allow us to tell you why.



WHY WORK WITH US



EXPERIENCE & TRACK RECORD

Parent company has over 20 years of e-Commerce experience. Technology team has been building solutions since 2005.



DYNAMIC R&D TEAM

Solutions are designed and supported by inhouse consultants and developers. Able to customise and integrate systems.



INTEGRATED SOLUTIONS

Our group integrates IT
Solutions, e-Commerce
Marketing and
Warehousing & Fulfilment
for an end-to-end
solution.

CASE STUDY

MONO DIGITAL

Problems

Multiple marketplaces stores; making it time consuming for stores management Batch billing on monthly basis; lack of transparency on prompt decision Lack of Finance expertise to consult on Aging policy, Cash Conversion Cycle (CCC)



Solution

Platform that enables them to manage 25 Marketplace stores in a single login Customised solution for Marketplace Marketing initiatives (eg: Bundle GWP in dedicated hour)

Result

Auto-billing (daily) & auto-knock off (weekly) of each transaction

Time savings of up to 80% in processing e-commerce transactions and reports

Improved stock aging policy, reduced aging stocks in hand, cash flow management

CASE STUDY

SMART OFFICE MALL

Problems

A new platform/channel for customer sales A new platform to incentivise sales personnel

Solution

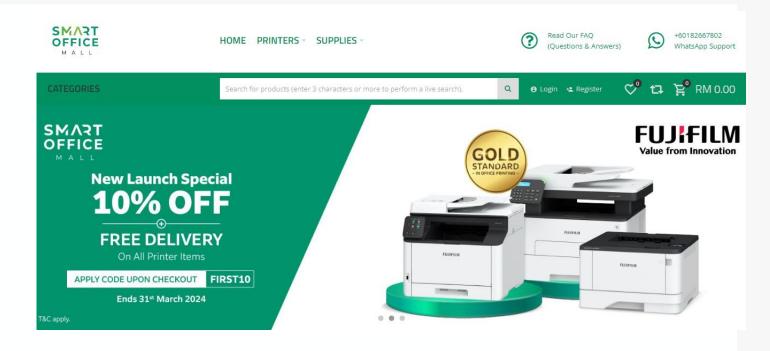
Outsource approach for platform development and administration

Fulfilment undertaken by GOS Group Referral scheme where orders from customers will be tied to the agents/salesperson

Result

Launch at Jan 2024

> 500 agents/salesperson using to date



CASE STUDY

RB CLICKS

Problems

No channel/portal for staff to easily access their scheme to purchase company products

Solution

Total outsource approach for platform development and administration

Fulfilment undertaken by GOS Group

Result

Successfully roll out to benefit ~1000 employees

Generated > RM480,000 sales in 2020



CONNECT WITH US

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THANK YOU.