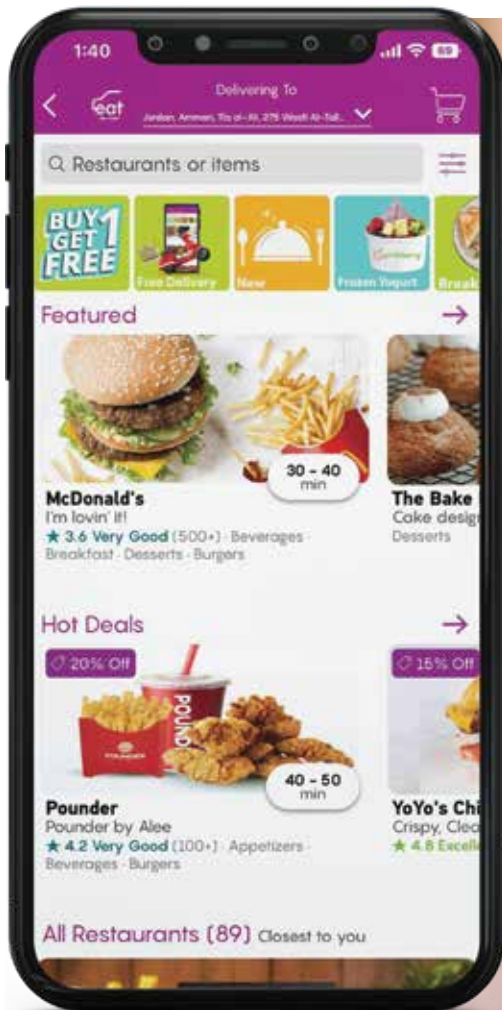




Mozaic
Innovative Solutions



ShopSmart

Food Ordering, Food Aggregation, Marketplace

ShopSmart

ShopSmart is multi-brand, geo-fencing-based marketplace solution with comprehensive menu builder, zoning, promo codes and advertising, order tracking and advanced reporting fits for merchants who wish to launch online business. ShopSmart can serve Food Aggregators, and MarketPlaces.



Decrease
Labor Cost



Increase
Customer Satisfaction



Increase
Availability



Increase
Retention

ShopSmart Modules



Geo-Fencing Ordering & Aggregation



Comprehensive Digital Menu Builder



CRM



White-Labeled Mobile App



Personalized Social Loyalty



Advertising & Customer Communication



Customer Feedback



Digital Marketing Campaigns



Digital Wallet /Payment



Reports & Dashboards



Business Intelligence



Geo-Fencing Ordering & Aggregation

“Sell anytime -anywhere.”

Your store is in your customer's hands.

- Define the geographical zones that you serve.
- Seamless order delivery to the nearest branch.
- Promo codes for better acquisition and retention.
- Loyalty points to encourage repeat orders.
- Instant offers and happy hours.
- Multiple delivery fees calculation scheme.
- Direct integration with delivery systems.
- Order notifications and live tracking.
- Multiple payment options.
- Comprehensive reporting.
- Multiple delivery times scheme.



Drive through



Dine-in



Pick-up



Delivery



Comprehensive Digital Menu Builder

“Create memorable customer experience.”

A comprehensive digital menu builder.

- Multi-brand, multi-verticals and multilingual.
- An unlimited number of levels.
- Dynamic classifications to create a seasonal campaign.
- Location-based, time-based ,and day-based display of categories.
- Easy to navigate and find products and brands.
- Notifications, pop-ups ,and sliders can be linked to the menu items.
- Instant updates.
- Up-selling and suggestions.
- Modifiers, add-ons, and customizations in an easy way.



Search



Filter



Sort





Customer Relationship Management (CRM)

"If you don't know customers, you don't have customers"

Customer's profile and Activities.

- Customized profile and demographics capture at registration.
- Record customer activities including orders, referrals, lifetime value.
- Profile customers based on demographics and activities.
- Reward specific profiles on specific occasions.
- Communicate with specific segment of customers .



White-Labeled Mobile App

"Serious businesses engage with their customers through their own app."

Customize your app based on your needs.

- Personalize your apps look and feel to match your identity and needs.
- Display your data in a way that helps you generate more traffic.
- Make real-time updates.
- All through the app, you can customize pop-ups and sliders.
- Increase engagement through push notifications and keep customers up-to-date.
- Guide customers to your branches digitally.
- Facilitate reaching your social media pages.



FACTS

- Engaged customers buy 90% more frequently and 60% more per transaction.
- People check their mobile every 6 minutes.
- 79% of users used their mobile to make purchase.



Personalized Social Loyalty

“No matter what business you are in, Customer Loyalty is something you have always to work on.”

A customized white-label multi-brand loyalty program that meets your needs.

- Multiple points scheme based on brand, product.
- Flexible earn & burn rules and processes.
- Multi-tier with comprehensive tier management.
- Accelerators and happy hours.
- Reward customer activities not only purchases (Registrations gift, Birthday gift).
- Friend referrals and viral marketing.
- Cashback or Reward Gallery.
- Personalized rewards and campaigns.



In-Shop



Online
Orders



Phone
Orders



FACTS

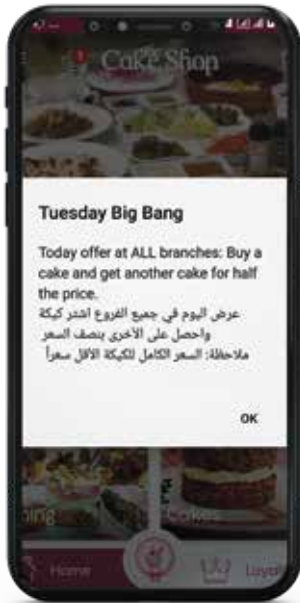
- It costs seven times more to acquire a new customer than to retain an existing one.
- 84% of customers say they're more apt to stick with a brand that offers a loyalty program.
- 66% of customers say the ability to earn rewards changes their spending behavior.



Advertising & Customer Communication

“Your customers are one-click away.”

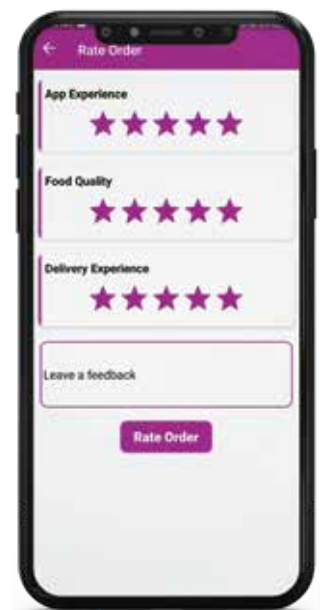
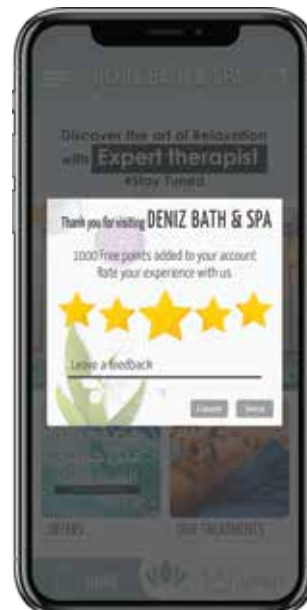
- One-to-one, segment, or all customer's notifications instantly.
- Promote your ideas through pop-ups and sliders.
- Enhance your notifications with image for a better response rate.
- Facebook Pixel and Google Analytics SDKs integration for better targeting and retargeting.



Customer Feedback

“Listen to your customers.”

- Instant rating & feedback after each order.
- Live dashboard and scoring for each branch.
- Direct integration with customer care.





Digital Marketing Campaigns

"Automate your campaigns."

- Set your campaigns and leave the rest to the system.
- Acquisition, retention, frequency, and upselling.
- Personalized campaigns & Greetings.
- Draws, surprises and promo codes.
- Manual campaigns to a segment or pre-defined list.



Points



Vouchers

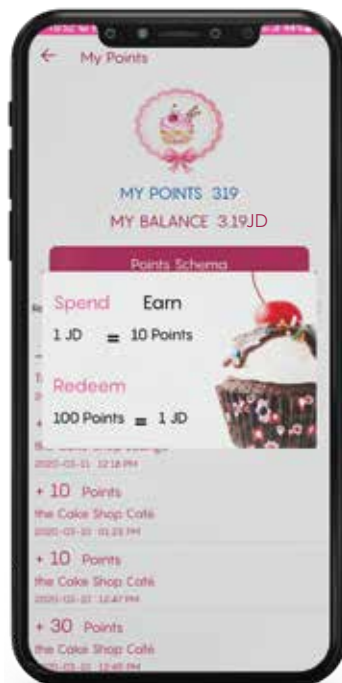
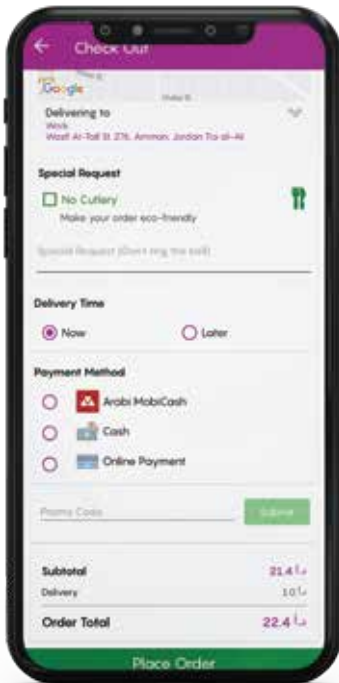


Gifts



Digital Wallet / Payment

- Enhanced cash flow through pre paid vouchers and top-ups.
- Multiple online payment options.





Reports & Dashboard

“If you can’t measure it, you can’t manage it.”

- Instant dashboards and trend reports to keep you updated.
- Detailed reports to help you make the right decision at the right time.
- Multiple filters to find the right info.
- Multi-level permissions.



Business Intelligence

“Enhance customized reporting.”

- Boost productivity.
- Improve visibility.
- Simplify reporting.
- Powerfull analytics.
- Connectivity with other systems.



Our Client

Retail Groups:



Retail Merchants:



Food Aggregators:





FASHION &
APPAREL



RESTAURANT



BAKERY



HYPERMARKET



FOOTWEAR



COSMETICS



DISTRIBUTORS



GIFT SHOP



PHARMACY



SPA



JEWELLERY



COFFE HOUSE



SHOPPING
MALLS



VERTUAL
BRAND



HOME
APPLIANCES



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