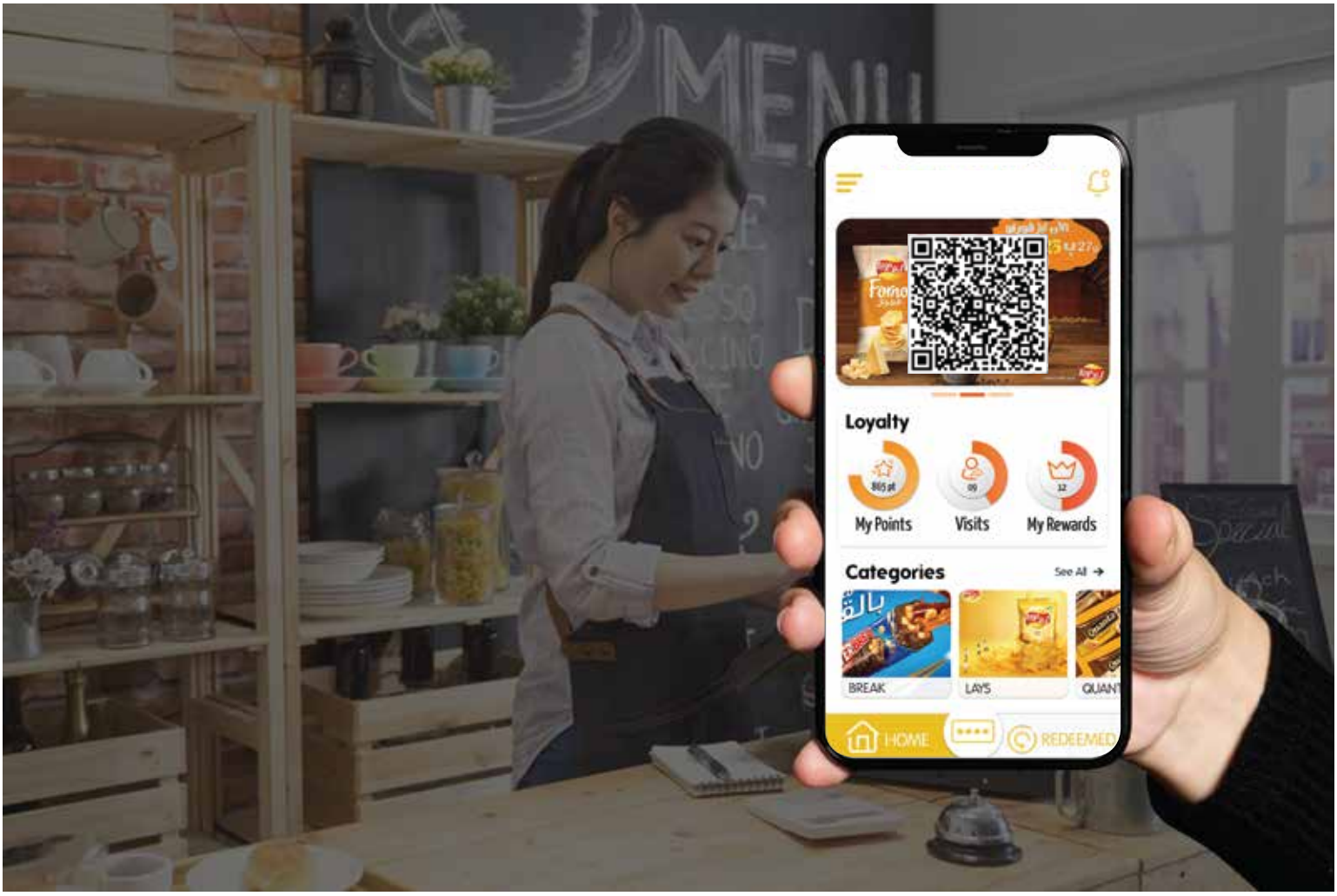
Mozaic
Innovative Solutions



360 Loyalty and Customer Engagement Suite

Company Profile

About Us

Founded in 2015, **Mozaic** aims to provide innovative solutions for retail merchants, retail groups, restaurants, cafes and shopping malls to help them enhance customer engagement and increase profits.

Mozaic Retail is a data-driven, cloud-based, **360 Loyalty and Customer Engagement Suite** that helps merchants to understand their customers and increase their revenues.

The suite creates an emotional connection between customers and brands, one in which customers feel seen and heard. Customers appreciate brands that care for their needs, provide an execlusive shopping experience, and offer tailored promotions.

Research has shown that revenue growth is tied to customer engagement. According to **PWC**, organizations using digital outreach methods forecast higher revenue growth, and **Bain & Company** found that engaged customers spend between 20% and 40% more than other customers. The more engaged your customers are, the more they'll spend which will increase your revenue per customer.

Mozaic Retail Suite consist of multiple products to meet the different needs of the businesses:

Retail Plus

Retail Express

Mo:d

ShopSmart

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Our Achievements

100+ RETAIL MERCHANTS

5 RETAIL GROUPS

3 FOOD AGGREGATORS

1000+ STORES

Decrease Labor Cost

Increase Customer Satisfaction

Increase Availability

Increase Retention

> **The Cake Shop**
> Mozaic built a great system for us. Unlike our old loyalty system, we feel in touch with all customers.We literally interact with customers and listen to their feedback all the times. We learned a lot from this experience. Our customers love the app; many come for the first time just after getting the app.

> **Time Center Group**
> An agile relationship needs agile people. Mozaic team showed that they are not only about the latest technology trends in the market, but also they are business partners who are ready to work on changes and requests instantly to serve the best results to the end user.

> **Al Ameed Coffee**
> Working with Mozaic Innovative Solutions allowed us to create and launch our highly customized loyalty program mobile application. We were very impressed by the team's technical capabilities and responsiveness. The quality of the final product exceeded our expectations, and we would highly recommend Mozaic Innovative Solutions to anyone looking for a quality app to launch.

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Retail Plus

Retail Plus is the Enterprise system that creates engagement throughout all touch points of the business. The suite includes social and personalized loyalty features, comprehensive e-commerce experience, customized white-labeled mobile application, and integrates seamlessly with all existing interfaces including POS, delivery, payment or ERP.

The system will build a comprehensive CRM for customers from all channels (Walk-in, App-commerce, e-commerce, Call Center…), and will target all customers with unified engagement.

Retail Plus consist of the following modules:

- Personalized Social Loyalty
- CRM
- White-Labled Mobile App
- Comprehensive Digital Menu Builder
- Geo-Fencing Ordering & Aggregation
- Advertising & Customer Communication

- Customer Feedback
- Digital Marketing Campaigns
- Digital Wallet /Payment
- 3rd Party Integrations
- Reports & Dashboards
- Business Intelligence

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Retail Express

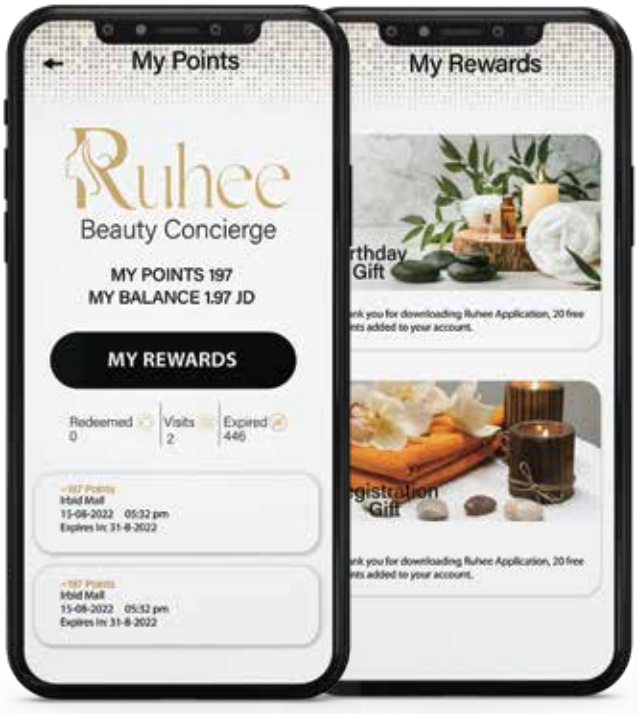
Retail Express fits more into medium and small businesses who wish to have standard white-labeled mobile application to enhance the customer retention and engagement.

The system creates engagement with walk-in customers through a standard, white-labeled mobile application and comprehensive digital menu builder.

The system supports many automated campaigns that help in both acquisition and retention and create personal relationship with each customer.

Retail Express consist of the following modules:

- Personalized Social Loyalty
- CRM
- White-Labled Mobile App
- Comprehensive Digital Menu Builder



- Advertising & Customer Communication
- Customer Feedback
- Digital Marketing Campaigns
- Reports & Dashboards

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MooD

MooD helps small businesses who wish to create Loyalty bonds with customers using our multi-merchant mobile application "**MooD APP**".

MooD is a mass market multi-merchant, multi-wallet mobile application. Each customer will have separate wallet with every Merchant to earn and burn loyalty points. Merchants can create a digital menu on the app with instant offers and dynamic classification.

The system supports multiple campaigns that help in both acquisition and retention and creates a personalized relationship with each and every customer.

MooD consist of the following modules:

- Personalized Social Loyalty
- CRM
- Comprehensive Digital Menu Builder
- Customer Feedback
- Digital Marketing Campaigns
- Reports & Dashboards

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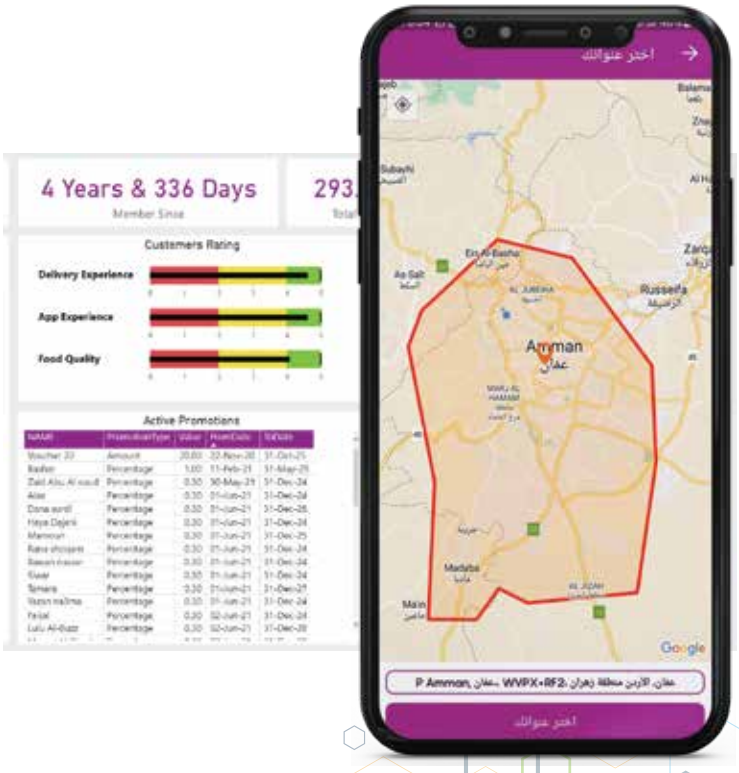
ShopSmart

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, SuperApps and MarketPlaces.

ShopSmart consist of the following modules:

- Geo-Fencing Ordering & Aggregation
- Comprehensive Digital Menu Builder
- CRM
- White-Labled Mobile App
- Personalized Social Loyalty
- Advertising & Customer Communication

- Customer Feedback
- Digital Marketing Campaigns
- Digital Wallet /Payment
- Reports & Dashboards
- Business Intelligence



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Our Clients

Retail Groups:

Retail Merchauts:

Food Aggregators:

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FASHION & APPAREL

RESTAURANT

BAKERY

HYPERMARKET

FOOTWEAR

COSMETICS

DISTRIBUTORS

GIFT SHOP

PHARMACY

SPA

JEWELLERY

COFFE HOUSE

SHOPPING MALLS

VIRTUAL BRAND

HOME APPLIANCES

ROASTERY

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