

High Level Customer Council to Direct Worldsmart Retech's Future Direction

The purpose of the Council is to provide guidance to Worldsmart Retech in the development of software products and services. It takes an "over-the-horizon" look at business processes and business performance indicators, so that Worldsmart Retech can analyse and make determinations about future product directions and content. The key objectives of the Council are to:

- Discuss customer strategic plans in terms of major business process changes or process initiatives
- Discuss technology directions and the business impacts/opportunities facilitated by these changes
- Promote development of benchmarking indicators for Worldsmart_Retech's customers and target industry markets

Members will be asked to prepare and deliver a short presentation on business process and productivity directions in their own companies, and a brief discussion will follow each member's presentation.

Subsequent to the meeting, Worldsmart Retech will analyse the proceedings, and then prepare a feedback report detailing the analysis, and indicating the development direction decisions made as a result.

Scanning



MEMBERSHIP

The Council has up to twelve members, eight Worldsmart Retech Customer Representatives and up to four executives from Worldsmart Retech.

Master Grocer's representative, John Markham has been invited to the inaugural Customer Council. John is the chair of the Victorian user group forum where representatives of all groups attend and interact with Worldsmart Retech on product development and service issues.

The Worldsmart Retech Representatives are senior executives responsible for leading the company's product development process.

Worldsmart Retech will invite Customer Representatives, on a personal basis, from its customer base around the country, with the objective of securing a representative group in terms of geography, industry background and organisational behavior.

MEETINGS

The inaugural two day meeting of the Council will take place on Thursday February 17 to Friday February 18.



"We've changed more than our name."

Jock O'Keeffe
CEO –
Worldsmart Retech

When we created Worldsmart Retech from the old Retech Global, we made a lot of changes. Our dynamic new management team analysed the past mistakes, reviewed our products, listened to your needs, then committed to do everything possible to make Worldsmart Retech the most responsive Technology company in Australia.

We now have a new focus – our customers.

Worldsmart Retech is all about listening to the needs of each customer and providing a tailored solution built on the framework of responsive Service, Support and Technology.

Product development is important too. We have invested heavily in research and development to ensure that we continue

to lead the way in the design, development, implementation and support of responsive Point Of Sale and Back Office solutions for the Grocery, Hospitality, Specialty Retail, Fuel and Convenience markets.

Built on the foundation of 17 years of Industry experience, Worldsmart Retech is the new vibrant, progressive Technology leader delivering responsive retail solutions to the market.

Worldsmart
RETECH 
RESPONSIVE RETAIL SOLUTIONS.

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