



Newsletter



Providing Retailers With Innovative *Solutions* and *Services*

Welcome to RTC's latest newsletter. The objective of this newsletter is to provide our customers, colleagues, and friends with an update on RTC's business, people, and customer successes.



Increases Store Productivity

New Jersey based Drug Fair Group (DFG) which has 52 stores under the Drug Fair and Cost Cutters brand names started looking at technology solutions that could help increase their store personnel productivity and enable them to quickly add new functionality within their stores in 2004. Today, they are rolling out several of RTC's software solutions, with the assistance of RTC partner Agilysys, and having a very positive impact on store productivity.

"We started our partnership with RTC through the implementation of their Mobile Wireless Solution (MWS) in all our stores," states Kevin Marron, Director of IS at DFG. "The fact that we run JDA's® MMS® software as our host made this decision a no brainer and has helped us achieve a more accurate inventory and speeded up the processing of inventory management transactions by our store personnel," Marron adds. "It was extremely simple to implement because the solution is an overlay to JDA MMS."

In addition to rolling out RTC's MWS, DFG is also rolling out RTC's StoreMS Point-of-Sale (POS), HTP-Link iSeries Communication Solution and Loss Prevention Analyzer.

The POS project kicked off in late July and the first pilot store was installed in the first week of October, with a second store quickly following. By year end DFG had RTC's StoreMS POS solution installed in 6 stores. "I have never been involved in a POS project with such a short time line," says Duane McGlamery, Executive Project Manager at RTC. "The teamwork and cooperation of the entire team enabled us to implement 2 pilot stores in a very short period of time with minimal bumps." The current plan is to roll out the remaining stores by the first week of May. "Things have gone very smoothly despite the short implementation schedule," says Marron. "RTC did an excellent job of managing the project to ensure our project's success."

2006 Customer Successes

Mervyns Rolls Out
RTC's Mobile
Wireless Solutions

RTC Assists
Hibbett Sporting Goods
With Their
Implementation Of
JDA® MMS®

Urban Brands Contracts With
RTC To Provide JDA®
Portfolio® Solution Assistance

Drug Fair Group Begins Roll Out Of
RTC's StoreMS POS To Replace
IBM 4690OS & Chain Sales

ABC Fine Wine & Spirits
Selects RTC's StoreMS
Customer Loyalty Rewards

WestPoint Home Completes
Roll Out Of RTC's StoreMS
POS & Gift Card Solutions

Duane Reade
Rolls Out RTC's
StoreMS Customer
Loyalty Rewards

Planet Hollywood
Becomes RTC's
Third ASP Client

Drug Fair Group Rolls Out
RTC's Mobile Wireless
Solutions, HTP-Link i-Series
Communication Manager and
Loss Prevention Analyzer

RTC Establishes Partnership With JDA®

In August RTC and JDA established a formal partnership. The two companies signed reciprocal reseller agreements. RTC will promote, price, sell and implement specific JDA Portfolio® solutions to retailers under \$100 million in sales. Additionally, JDA will market RTC's complementary value-added solutions to its larger retail customers.

"We are very excited about our new relationship with JDA and in our ability to deliver proven robust solutions to smaller retailers," stated Bruce Hicks, president/CEO of RTC. "We have been focused on this market place for over 10 years and the JDA Portfolio solutions will enable us to deliver the total enterprise solutions that the market desperately needs, at an affordable price."

The relationship also enables JDA to resell some of RTC's complementary value-added solutions into their current retail customers using MMS. This includes several MMS bolt-ons: RTC's Mobile Wireless Solutions, Loss Prevention Analyzer and Dashboard Management Module. Also included in the agreement is RTC's HTP-Link iSeries Communication Management solution which is used by many retailers today to manage the communications and data transfers between headquarters and stores directly from the IBM iSeries (AS/400).

"JDA's installed clients have shown a growing interest in the value add solutions that RTC has developed over the past several years on the JDA MMS platform," stated Neil Banerjee, executive vice president of Sales & Marketing for RTC. "They have discovered that these solutions can provide a wealth of value add functionality at an affordable price. These solutions will enable JDA to continue to deliver value add to their existing install base."

RTC was an Exhibitor in JDA's worldwide user conference in Las Vegas, Focus 2006. RTC's solutions attracted a lot of attention from JDA MMS clients. **RTC will be participating in Focus 2007 in New Orleans in April as an Exhibitor. If you will be attending this conference, please be sure to stop in to see RTC's creative solutions.**

In April of 2006 RTC became a Microsoft Certified Partner with our StoreMS Application Suite. RTC is committed to maintaining currency with all the latest Microsoft developments to enable our customers to leverage the advanced functions that Microsoft is providing.



RTC COMPLETES A GREAT YEAR!

2006 was a tremendous year for RTC. We gained many new customers in all phases of our business, established a few additional strategic partnerships, invested in our infrastructure and, most importantly, added some very talented, retail savvy, resources to the RTC team. "Our long term strategy of establishing partnerships with our customers and ensuring a high degree of customer satisfaction in all our interactions is beginning to pay off," says RTC President/CEO Bruce Hicks. "RTC continues to build a strong reputation in the market place as quality software and services provider that treats their customer's business as if it our own," adds Hicks.

We know it sounds cliché when we say it, but unlike other companies in our industry who will provide you with a short list of customer references who they know will speak highly of their company, RTC continues to tell new prospects that we will provide you with a list of all companies that RTC has done business with. Our customer satisfaction rate is that high!

A couple of our key investments in 2006 included the hiring of Jeff Cook, formerly of WestPoint Home, as the Director of our JDA Partnership and Karen Wilson, formerly of Universal Studios, as our Director of ASP Operations. "These two individuals will be managing two very strategic areas of our business as we move into 2007 and continue on our growth path," states Hicks. We are all looking forward to our continued growth in 2007. **Thanks to all our customers and RTC resources for making 2006 our best year ever!**

Duane McGlamery Promoted to Director of Store Systems

RTC is pleased to announced the promotion of Duane McGlamery to Director of Store Systems. Duane has demonstrated outstanding leadership skills and project management skills in his most recent assignment as Executive Project Manager. Duane is now responsible for the Point-of-Sale part of RTC's business.

RTC In The Community

RTC is proud to again have been a Victory Sponsor for the 9th annual Polar Challenge to Conquer Cancer events held in the Raleigh/Durham, NC area last February. The 2006 events raised over \$33,000 for the American Cancer Society. RTC is dedicated to financially supporting events like these in communities in which our employees reside. The RTC Family has been impacted by this terrible disease and is proud to be helping the American Cancer Society fund cancer research projects in hopes that one day, a cure will be found. Visit the event website at www.thepolarchallenge.com for more information on this great event.



Announcing The RTC StoreMS POS Dashboard Management Module

RTC is please to announce the *STOREMS POS Dashboard Management Module*. This exciting new system management tool enables a retailer to monitor the complete status of their store systems from a single screen at their corporate headquarters.

Sound intriguing?

This module is designed to give a top-down overview of the health and status of a retail chain's store systems, down to the individual register component. Health and status is available at the chain level, with the ability to drill down to view the status at each individual store and register. The user interface is a standard web browser, running on a server at the corporate office. Data is pushed to the server from the store level by applications running on the in-store processor (ISP), which in turn collects data from the Point Of Sale (POS) systems.

The Dashboard Module can be easily tailored to meet the needs of the individual retailer. A set of reporting rules is specified for each piece of information monitored at the store level. These rules are to determine what to report to the corporate system and when to report it. The major areas of concern are the server and register hardware, OS integrity, database integrity, applications integrity, and financial integrity.

The Dashboard Module collects two distinct types of information for the store. The first is information on system resources, which can be obtained from any machine running Windows® OS and the Dashboard client. The second is information on health and status of RTC software using a message logging format built into the RTC POS and Back Office applications. The Dashboard enables the store systems monitoring to be done quickly and easily.

Some of the Module features include:

- ◆ Pro-active control over your stores by monitoring for specific conditions and notifying your staff of problems before they affect store operations
- ◆ Status monitoring done via a Java application that can be installed on any number of workstations
- ◆ Provides a color-coded view of the status of the entire network and offers drill-down capability to view monitor or alert history by store or terminal within a store
- ◆ Alerts can be sent via email, SMS, or web page to individuals or groups of individuals when problems are detected
- ◆ Alerts remain in an "On" state until acknowledged via email, SMS, or web page
- ◆ Monitoring items include software installation, pricing and event updates, device driver status, credit authorization status, and overnight process completion

If you are interested in learning more about this exciting system management tool, please contact RTC to set up a solution demonstration.

RTC Application Services Provider Business Continues To Grow

RTC is continuing to add to our list of customers for which we are providing Application Services Provider (ASP). We are providing hosted and managed operations services for JDA® MMS® customers in our Orlando, Florida data center. These customers include Margaritaville, Petsense, Planet Hollywood and other clients. RTC is also providing hosted services for Value Music Concepts for their StoreMS Gift Card database and Margaritaville's Great Plains accounting software for each of their corporate locations.

RTC has a wealth of experience in all facets of retail automation and prides itself on being creative with its solutions even on a rock bottom budget. Another key to our success is our ASP model. Because we not only build and implement ERP systems for retailers, but actually manage them for many customers, we are able to leverage our past experiences thus gaining returns on efficiency and replication of tasks. Simply put, the more we do it, the better and quicker we are at doing it!

RTC has helped a number of chain retailers select, implement, and operate ERP system solutions to help manage their enterprises. By integrating the very successful JDA® Portfolio Merchandise Management System-i™ (MMS®) with RTC's StoreMS suite of store applications and several "bolt on" JDA MMS applications RTC has built to enhance its functionality, we believe we can satisfy the chain retailers need to effectively automate their business without all the risk of "big systems" implementations and the high skilled resources needed to run them.

Karen Wilson has joined the RTC team to head up our ASP Operations as Director of ASP Services. Karen brings a wealth of MMS skills and knowledge that will be a tremendous asset to our ASP clients.

Visit our **NEW** website
www.rtc-group.com

Contact Us

You can reach RTC sales in Chapel Hill, NC at 919-383-4588 or via e-mail to banerjee@rtc-group.com.

You can also reach our Kennesaw, GA headquarters at 770-425-0401 or our Orlando office at 407-352-5607.