

Reflexis COVID-19 Response

Retailers around the world who are open today have implemented many safety measures to ensure cleanliness and social distancing in all stores, whether it's one-way aisles, senior-only hours, or a capacity limit in stores. Other retailers are either still closed or have to rely on curbside pickup orders for business, but are now planning ways to ensure safety in stores when they reopen.

While the future may be uncertain, Reflexis has shifted its customer support structure to offer a variety of online resources that can help retailers plan for the new normal.

Virtual Meetings with Customers

Our Customer Success team is ensuring that every one of our customers can receive the support they need during this crisis. This includes one-on-one calls with individual retailers and workshop calls with groups to discuss best practices and ways to address pain points in your business today. To participate in one of these meetings, please reach out to your Customer Success Director.

Reflexis Blogs on Product Functionality

We've posted a series of blogs that provide deeper insights into how specific Reflexis product functionality can streamline communications and optimize labor during the public health crisis. See below for links to the blogs:

- [Broadcast Messaging](#)
- [Instant Messaging](#)
- [Inspections and Surveys](#)
- [Forms](#)
- [Project Tagging](#)

Quick Gems Videos on Product Functionality

These short videos provide quick explanations about how to utilize various functionality within your Reflexis ONE platform to address common pain points retailers face during the pandemic. These videos can be found on the [Reflexis Knowledge Center](#).



Reflexis Forums/Webinars

Reflexis has been hosting webinars and forum discussions to address critical topics such as communication, store execution, and labor operations. We've also focused on issues around intelligent forecasting, such as how to integrate curbside pickup and new safety-related activities into labor models, and how to address anomalous data from COVID-19 in your labor forecasting. For a list of our on-demand webinars, [click here](#).

Crisis Management and Recovery Kit

This toolkit on the [Reflexis Knowledge Center](#) contains a number of resources you can use to address areas of your retail business that have been impacted by the COVID-19 pandemic. Read through a variety of scenarios and samples of materials you may need to create to adapt to the new normal, support documents on how to improve your store execution and labor forecasting processes, and news articles to keep you updated on how COVID-19 is impacting retail. In this toolkit, we've also provided methods of using our Advanced Analytics and Reporting tools to provide a vision of what your workforce should look like after the crisis.

Q-Chat and Q-Check Customer Offer

Reflexis customers have the opportunity to take advantage of our free Q-Chat and Q-Check offer during these times! Q-Chat provides the ability to instantly communicate in real time across your organization, and Q-Check gives retailers the ability to quickly create, review and distribute organized and prioritized checklists in the Reflexis ONE platform. This makes it easier to complete multi-step activities on time and according to best practices. Please reach out to your Customer Success Director to learn more about this offer.

COVID-19 Response Timeline



COVID-19 Challenges

- Travel was limited
- In-person meetings were limited

- Increased focus on hand washing, wearing masks
- High demand for cleaning products and sanitizers
- Shelter-in-place implemented
- Schools closed

- Deep cleaning stores constantly
- Limit number of customers in a store at one time
- Senior hours for shopping
- Masks are mandatory

February

March

April

May

Reflexis Response

- Shift to virtual meetings with customers

- Offer Q-Chat for free to help communicate to all associates
- Facillitated webinars to provide crisis communication strategies
- Published blog tutorial series on critical store execution functionality
- Created video tutorials on functionality to improve store operations processes

- Offered webinars on AI Forecasting to help retailers optimize labor spend
- Unveiled new UI to help simplify everyday processes for store associates
- Held forum calls with retailers to provide space for collaboration and discussion

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To learn more about how Reflexis can help you implement new safety initiatives in stores, visit www.reflexisinc.com.

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