

Services & Products

Helping Jewellery Businesses **Thrive**



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Introduction : Helping Jewellery Businesses Thrive

At Retail Edge, we go beyond being just a Point-of-Sale provider—we're a trusted partner dedicated to helping jewellery businesses succeed. With over two decades of expertise in the industry, we understand the unique challenges jewellery retailers face. That's why we've developed an integrated ecosystem that simplifies operations, enhances customer experiences, and drives growth in your businesses.

From advanced inventory management and seamless eInvoicing to real-time business insights and personalised customer engagement, Retail Edge offers tools that streamline your processes and provide the data you need to make informed decisions.

Our purpose is to help jewellery businesses thrive by delivering innovative solutions, expert guidance, and unmatched support via our Australian based Customer Success team. Whether you're looking to optimise inventory, boost sales, or strengthen your supplier relationships, Retail Edge is here to help you every step of the way.

Our Legacy

Locally

Owned & Operated

20+

Years in Operations

400+

Jewellery Stores

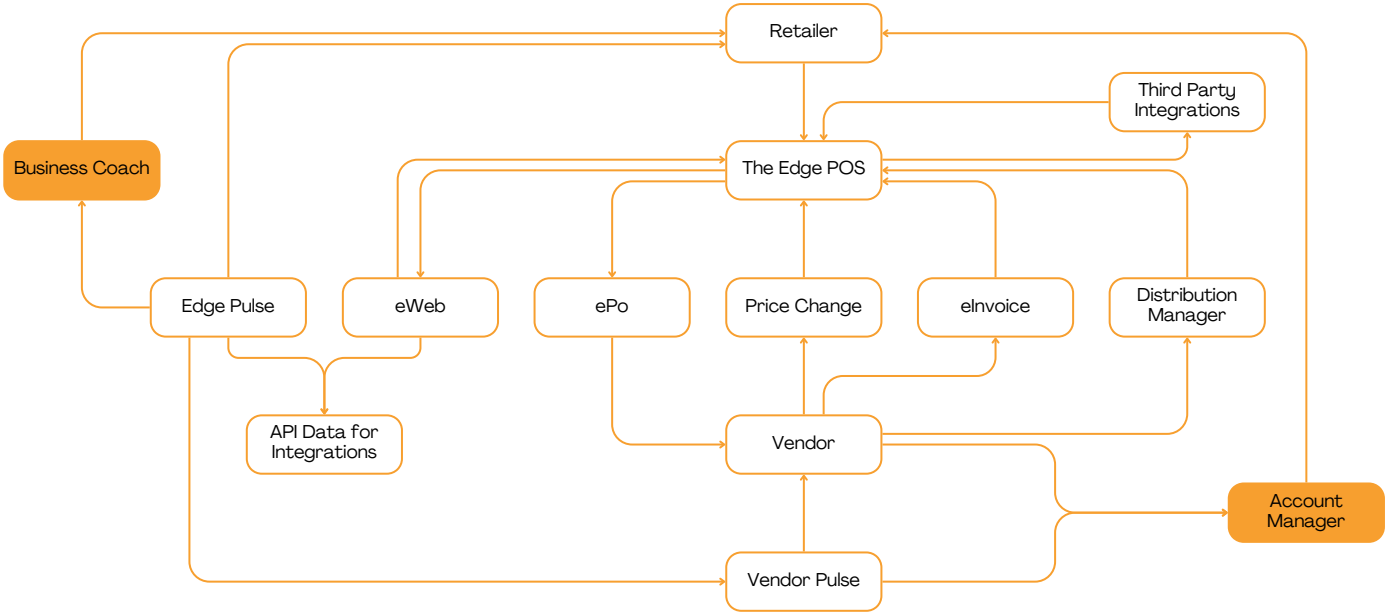
The Story of Retail Edge Consultants

Retail Edge Consultants (REC) was founded with a clear purpose: to help jewellery businesses through innovative technology and tailored support. From humble beginnings, REC has grown into a trusted name in the jewellery industry, providing comprehensive solutions that go beyond just a point-of-sale system.

Since its inception, REC has prioritised understanding the unique challenges faced by jewellery retailers and suppliers. This dedication led to the licensing & adoption of The Edge POS, a system designed to streamline operations, enhance customer relationships, and deliver data-driven insights. Over time, REC expanded its offerings to create a full ecosystem, incorporating features like eInvoicing, SMS communication, Edge Pulse, and Distribution Manager, all aimed at making business management seamless and efficient.

Today, Retail Edge Consultants stands as a symbol of trust, reliability, and innovation in the jewellery industry, empowering businesses to achieve their full potential.

How Retail Edge Ecosystem Benefits Your Jewellery Business



The Retail Edge ecosystem is more than just a suite of tools—it's a fully integrated software solution designed specifically for jewellery businesses to streamline operations, enhance customer service, and maximise profitability.

Here's how it works:

- **Seamless Integration** : From Point of Sale to eInvoicing, Edge Pulse, and CRM, our ecosystem connects every aspect of your business. This integration eliminates manual tasks, reduces errors, and ensures your data is always accurate and accessible.
- **Optimised Inventory Management** : Keep your inventory lean and efficient with advanced tracking and analysis tools. Manage aged stock, identify bestsellers, and streamline reordering processes, ensuring the right products are always available for your customers.
- **Enhanced Customer Experience** : Utilise CRM and SMS tools to build stronger relationships with your customers. Personalise communications, track special orders, and provide exceptional service that keeps clients coming back.
- **Distribution Manager** : This tool enables suppliers to easily upload high-quality product images directly into The Edge system. This ensures that each jewellery business has access to perfect images for their website and receipts, enhancing professionalism and consistency across all customer touchpoints.
- **Actionable Insights** : Access real-time data on sales, trends, and performance with Edge Pulse. Make informed decisions that drive growth and profitability.

Comprehensive Support with The Edge : Empowering Your Jewellery Business

At Retail Edge Consultants, we pride ourselves on providing unparalleled support to ensure your success with The Edge POS. Our commitment goes beyond software – we’re here to guide you every step of the way. With The Edge, you’re never alone – we’re your partner in achieving business excellence.

Key Benefits of The Edge



Local Support

Our Australian-based customer success team is ready to assist you, offering personalised solutions to keep your business running smoothly. With expertise in the jewellery industry, we understand your unique needs and challenges.



Product Training

We provide expert training to your team, helping you get the most out of The Edge POS. From mastering daily tasks to exploring advanced features, our hands-on approach ensures you and your staff are confident and efficient.



Hardware & Consumables

We offer reliable hardware solutions and consumables tailored to jewellery businesses, including printers, scanners, ticket rolls, and ribbons. Everything is designed to integrate seamlessly with your POS system.



Data Conversions

Switching to The Edge Suite is seamless with our expert data conversion services. We ensure your existing data is accurately transferred, minimising disruptions during the transition from other software systems.



Edge Pulse

Stay connected to your business anytime, anywhere. Edge Pulse provides real-time insights into sales, inventory, and trends, empowering you to make informed decisions on the go.

The Edge - Point of Sale



The Edge Point of Sale (POS) system is more than a software tool; it's a transformative solution tailored specifically for the unique needs of jewellery businesses.

By utilising The Edge POS, you're equipping your business with a robust ecosystem designed to streamline operations, enhance customer engagement, and drive profitability.

What You'll Get



Streamline Your Operations

From managing inventory to handling special orders, The Edge simplifies complex processes. Features like eInvoicing ensure stock is on the shelf and ready for sale faster, while integrated job tracking keeps repairs and custom orders organised.



Know Your Data

Make informed decisions with powerful analytics and reporting tools. Edge Pulse offers real-time insights into sales trends, stock performance, and customer behaviours, empowering you to optimise every aspect of your business.



Enhance Customer Experience

With built-in CRM capabilities, The Edge helps you deliver personalised service. Track customer preferences, manage wish lists, and create marketing campaigns that resonate with your audience.



Local Support & Training

Our Australian-based customer success team is ready to assist you, offering personalised solutions to keep your business running smoothly. With expertise in the jewellery industry, we understand your unique needs and challenges.



Connect with Suppliers

Features like Vendor Pulse and distribution manager bridge the gap between you and your suppliers, ensuring seamless communication, accurate pricing, and high-quality product images for your website and receipts.

Edge Pulse : Real-Time Reporting at Your Fingertips



Stay connected to your business no matter where you are with Edge Pulse, the powerful real-time reporting tool designed to keep jewellery retailers informed and in control. Edge Pulse delivers insights about your business operations, empowering you to make data driven, informed decisions on the go.

What Edge Pulse Offers

- Sales Insights in Real Time : Track sales performance as they happen. See what’s selling, identify trends, and monitor revenue without being tied to your desk.
- Inventory at a Glance : Stay on top of your stock levels with instant access to inventory data. Quickly identify bestsellers, manage stock shortages, and ensure your displays are always ready to impress.
- Customer Trends : Understand customer behaviours and preferences with data on purchasing patterns, enabling you to tailor your offerings and marketing strategies to meet their needs.
- Business Performance Monitoring : Gain visibility into team sales contributions and productivity, making it easier to celebrate successes and identify areas for improvement.



Why Choose Edge Pulse?

Whether you're attending a trade show, meeting suppliers, or enjoying time away, your business insights are always just a tap away. Make informed decisions, react to changes instantly, and stay ahead of the competition.

Edge Pulse ensures you're never out of touch with your business, giving you confidence and control wherever you are. With actionable insights available anytime, you're equipped to drive success every day.

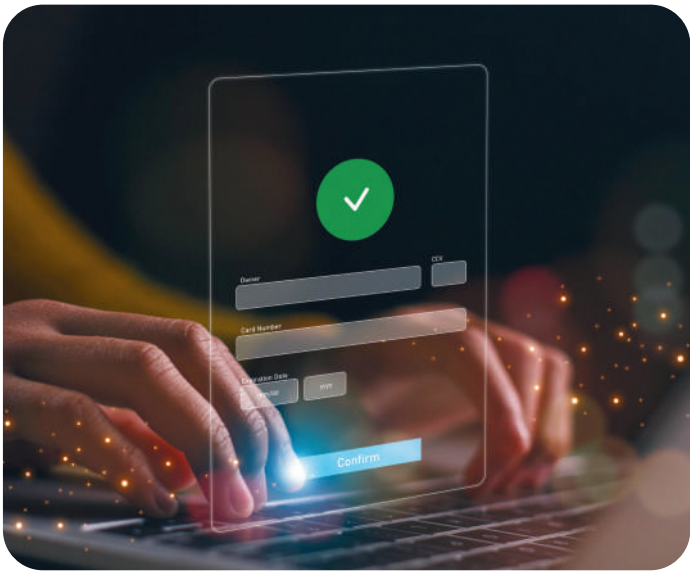
eInvoicing

eInvoicing is a modern digital solution designed to automate and streamline the invoicing process, making it faster, more accurate, and less time-consuming. Specifically tailored for the jewellery industry, it allows businesses to manage invoices with minimal manual intervention, reducing administrative work and improving operational efficiency.

eInvoicing with The Edge POS

eInvoicing with The Edge POS is an advanced feature that automatically exchanges invoice data between your business and suppliers.

Unlike traditional methods involving paper or PDF invoices, eInvoicing integrates seamlessly with your Edge Point of Sale system. By automating invoicing, The Edge eliminates errors that can occur with manual data entry, saving you valuable time while improving overall operational efficiency.



Benefits of eInvoicing with The Edge POS



Cost Savings



Improved Accuracy



Compliance & Audit Trail



Data Analytics



Stronger Supplier Relationships



Time Efficiency

Distribution Manager : Streamlining Supplier Collaboration

Distribution Manager is a game-changing feature designed to bridge the gap between suppliers and retailers, driving collaboration and enhancing operational efficiency. This innovative tool enables suppliers to seamlessly upload high-quality product images directly into The Edge system, providing retailers with an invaluable resource to elevate their businesses.

How It Works

Distribution Manager simplifies the process of image sharing by allowing suppliers to upload professional-grade photos of their products into The Edge. Retailers can then access these images directly within their POS system, ensuring they always have the most accurate and visually appealing representation of the products they sell.



Benefits for Jewellery Retailers

- ✓ Enhanced Professionalism
- ✓ Seamless Website Integration
- ✓ Improved Customer Experience



Benefits for Suppliers

- ✓ Brand Consistency
- ✓ Efficient Communication
- ✓ Retailer Support

Business Coaching for Jewellery Success



At Retail Edge Consultants (REC), we believe that a strong business is built on smart strategies, efficient operations, and continuous improvement. Our Business Coaching services are specifically designed for the jewellery industry, providing you with the tools, knowledge, and support you need to take your business to the next level.

Why Choose Us?

With years of experience in the jewellery industry, REC understands the unique challenges and opportunities that retailers face. Our business coaches are dedicated to helping you unlock your full potential and achieve long-term success. Partner with us today and let's make your jewellery business thrive!

What We Offer



Tailored Business Strategies

We work closely with you to develop customised strategies that align with your business goals. From improving sales performance to enhancing customer experiences, we help you craft a roadmap for sustainable growth.



Operational Efficiency

Our experts analyse your current operations, identifying bottlenecks, inefficiencies, and areas for improvement. We then provide actionable recommendations to streamline your processes, reduce costs, and boost productivity.



Data-Driven Decisions

At REC, we leverage the power of your data to drive business decisions. Our coaching services include setting up systems that allow you to track key metrics, identify trends, and make informed decisions based on real-time insights.



Sales & Marketing Support

Whether you're looking to grow your customer base, increase conversion rates, or enhance your digital presence, we offer practical sales and marketing guidance. We'll help you connect with your audience and maximise your revenue potential.



Staff Training & Development

A well-trained team is the backbone of any successful business. We provide strategies & training programmes designed to enhance the skills of your staff, ensuring they are equipped to deliver exceptional service and meet your business objectives.

Tailored Business Coaching Packages for Every Stage of Growth

At Retail Edge Consultants, we understand that every jewellery business is unique, with distinct goals and challenges. That's why we offer a range of Business Coaching packages designed to provide expert guidance and strategic support at the level you need.



Gold Package

Includes **15** meetings

Ideal for businesses seeking foundational insights and actionable strategies to drive growth.



Platinum Package

Includes **22** meetings

Offers enhanced support, providing deeper analysis and tailored advice to tackle more complex challenges.

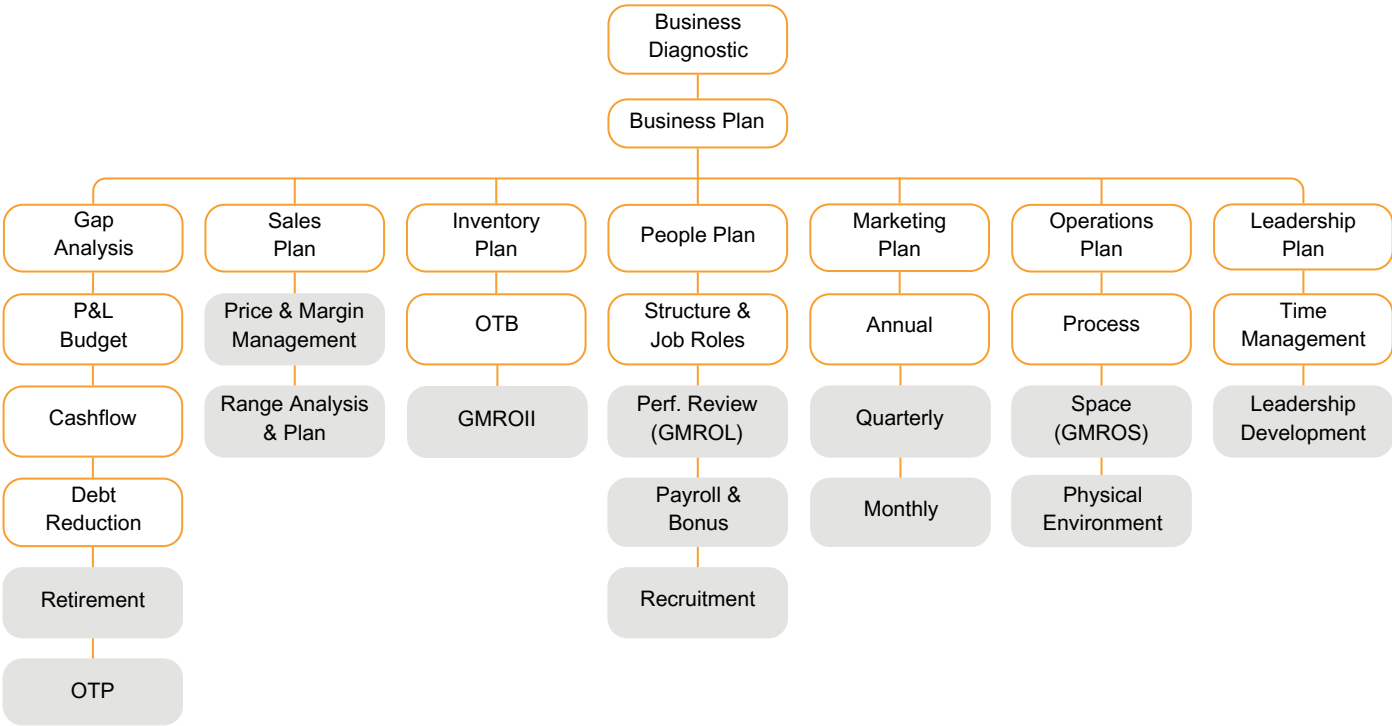


Executive Package

Includes **37** meetings

Ensuring an in-depth partnership to maximise opportunities and achieve long-term success.

Each package is designed to help you optimise your operations, refine your strategies, and leverage the full potential of The Edge ecosystem, ensuring your business thrives in a competitive market.



Consulting Product Suite ( is for Platinum Package)

Work with a Business Coach

A business coach can be a transformative asset to your business, providing valuable guidance to help you reach your goals. Here's why working with one is crucial:



Clarity & Focus

A coach helps define clear business goals and creates a roadmap to achieve them, ensuring you stay focused on what matters most.



Accountability

With a coach, you'll stay accountable to your commitments, ensuring consistent progress toward your objectives.



Expert Guidance

Coaches bring years of experience and proven strategies, helping you avoid costly mistakes and to streamline operations.



Personalised Support

A coach tailors advice to your specific business, offering practical steps for growth, whether you're scaling or optimising.



Better Decision-Making

A coach provides an objective perspective on key decisions, helping you make informed choices that lead to success.



Time Management

Coaches help you prioritise tasks effectively, ensuring you're working on high-impact activities that drive growth.



Emotional Support

Entrepreneurship can be challenging, but a coach offers encouragement and helps you stay resilient during tough times.

What our Customers are Saying :

*Since I started business consulting with Retail Edge Consultants in Q4 2023, my business has had a complete overhaul. **We have reshaped our business, costs are down, incoming is on the way up, we are repaying debt, and we are changing the mix in our sales team.** The innovation, thinking, progress and change isn't something we could have achieved on my own. Frankly, I could not commend Retail Edge Consultants highly enough. It is business, and life changing. I'd regard as a must do for any jewellery business.*

- FISHERS JEWELLERS

Retail Edge Training Calendar : Empowering Businesses and Teams for Success

At Retail Edge Consultants, we believe that knowledge is the cornerstone of growth and success. Our comprehensive training calendar is designed to help businesses, and their staff enhance their expertise and maximise the potential of The Edge system.

Through tailored training sessions, we provide invaluable insights and practical skills that empower teams to streamline operations, optimise inventory, and drive profitability. Whether you're new to The Edge or looking to deepen your understanding, our training programs are crafted to meet the diverse needs of jewellery businesses.



Hardware & Consumables

At Retail Edge Consultants, we go beyond software to ensure your business has the essential hardware to operate efficiently and professionally. From barcode scanners to receipt printers, ticket printers, cash drawers, and customised tickets, we provide everything you need to keep your operations running smoothly.

Our team can guide you in selecting the right hardware for your business, ensuring compatibility with The Edge and optimising performance. Whether you're setting up a new store or upgrading existing equipment, REC is your trusted partner for reliable hardware solutions tailored to the unique needs of jewellery retailers.

For more information, please visit our website at retailedgeconsultants.com.au.

Services and integrations with The Edge



Zeller and Retail Edge POS

Enjoy fast, fully integrated payments with Zeller and Retail Edge POS.

- Free hardware and custom rates.
- Integrate with The Edge POS in minutes.
- Built-in customer tipping prompts.
- Split payments by value, or number of guests.
- Automate surcharging with zero-cost EFTPOS.



Lower transaction fees

One low, flat-rate for all cards including American Express, and no monthly rental fees.



Faster Settlement

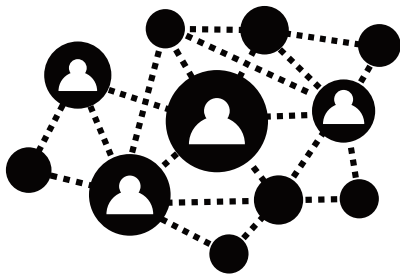
Enjoy nightly settlement to your Zeller Account, or sweep to any business bank.



Reliable Connectivity

Industry-leading payments uptime, with Wi-Fi, SIM card or ethernet connectivity.

Seamless Communication with Transmit and The Edge – SMS your clients directly from The Edge.



Stay connected with your customers effortlessly using **Transmit**, your go-to solution for SMS notifications— available directly from **The Edge**. Whether it's updates on **repairs, custom orders**, or **exclusive promotions**, Transmit ensures your messages reach customers instantly.



Podium & The Edge : Elevating Customer Engagement & Your Online Presence

In today’s digital-first world, a strong online presence is essential for attracting and retaining customers. Podium, seamlessly integrates with The Edge and is designed to help your business stand out where it matters most.

With Podium, you can streamline customer interactions and enhance your reputation by effortlessly collecting reviews on platforms like Google and Facebook. Automate requests for feedback via text, ensuring you remain top-of-mind and highly visible in search results.

This integration doesn’t just boost your online ratings—it strengthens customer trust and loyalty, helping you rise above the competition. Together, Podium and The Edge provide the tools to connect with customers, improve your brand’s visibility, and drive new business.



Get More Reviews in Less Time



Boost your online reputation effortlessly with our integrated review system. From The Edge, sales representatives can quickly send Google review requests to clients, streamlining the feedback process and increasing customer engagement.

Double Your Reviews with Podium

Double your reviews on Google with Podium Reviews—an easier and faster way to build trust and credibility to grow your business with their AI-powered platform.

Rank Higher on Google with Better Reviews

Get your business to the top of the page on Google with more 5-star reviews—93% say online reviews had an impact on their buying decisions. By becoming the obvious choice, you’ll convert new leads faster.



Retail Edge Consultants:
Helping Jewellery Businesses **Thrive**



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