



RETAINOO

Premium Salon Software & Client Retention Solution





Product Description

“Retainoo enables hair & beauty businesses such as salons, spas and beauty clinics to provide superior client experience & cost-effectively increase client retention & revenue. We do this with our modern digital capability that establishes a real connection between your business and your customers. A connection that is not only real, but is also real-time”.



Challenges for hair & beauty businesses

- ❖ Low client retention & declining revenue growth
- ❖ No real connection with the customers once they are outside your salon
- ❖ Not able to offer any data driven personalisation - mostly a walk-in walk-out service
- ❖ Customers have trouble finding consistent quality of service (new stylist every time, difficult to explain the required outcomes)
- ❖ Booking for an appointment is time consuming and full of hassle for both clients and businesses
- ❖ Loyalty programs are hard to manage
- ❖ Hard to bring in customers at short notice when it is not too busy
- ❖ Absence of a customer-driven staff performance management process

This is where Retainoo makes a lot of sense



What is Retainoo?

For your business (*Nominal Monthly Subscription Fee*)

- Secure & personalised business portal for dashboard reporting and platform settings
- Personalised App view on tablet for day to day operations (appointments, point of sale, notifications, sharing salon publications, running discount promotions and many more features . . .
- Personalised App views for Admin/Owner, Manager & Staff

For your clients: (*Free*)

- IOS / Android App view for personalised services
- In-app or online appointments
- History of appointments and purchases with invoices
- Loyalty points information
- Access to salon news and promotions, general hair & beauty articles



1. Front of the house (Dashboard)

The dashboard for Melbourne Salon displays the following information for Sunday, 15 September, 2019:

- Client Count:** 2
- Outstanding Appointments:** 9
- Earned Revenue:** \$ 100
- Unearned Revenue:** \$ 600.0

The appointment list includes:

- Tom Fisher:** 17:15 Hrs to 18:00 Hrs (Pending)
- Jazzy Vodaphone:** 17:30 Hrs to 17:45 Hrs (Pending)
- Ali Rajani:** 17:30 Hrs to 18:15 Hrs (Pending)
- Johnb Blog:** 17:45 Hrs to 18:30 Hrs (Pending)

Navigation options include: APPOINTMENTS, SALES, CLIENTS, STAFF, PROMOTIONS, PUBLICATIONS, TIMINGS, TRENDING, ACCOUNT, SETTINGS, and PORTAL LOGIN.











1. Front of the house (Calendar with touch creation & drag-drop)

Calendar

Sunday - 15 September, 2019

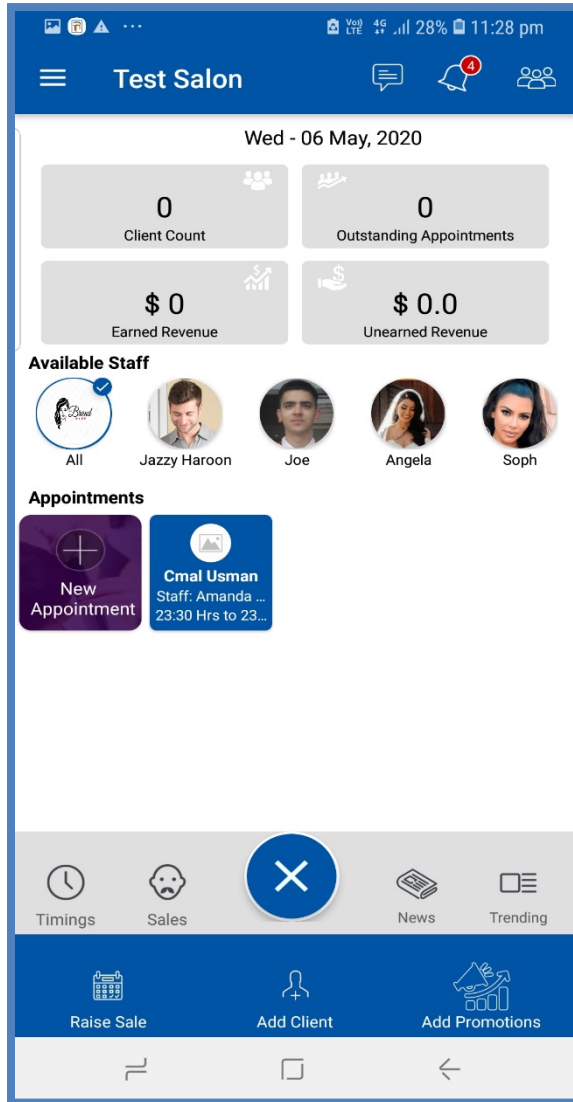
99% 4:52 pm

Arrived Available Booked Break Canceled Completed Confirmed In-Service Late Missed Overlap Past

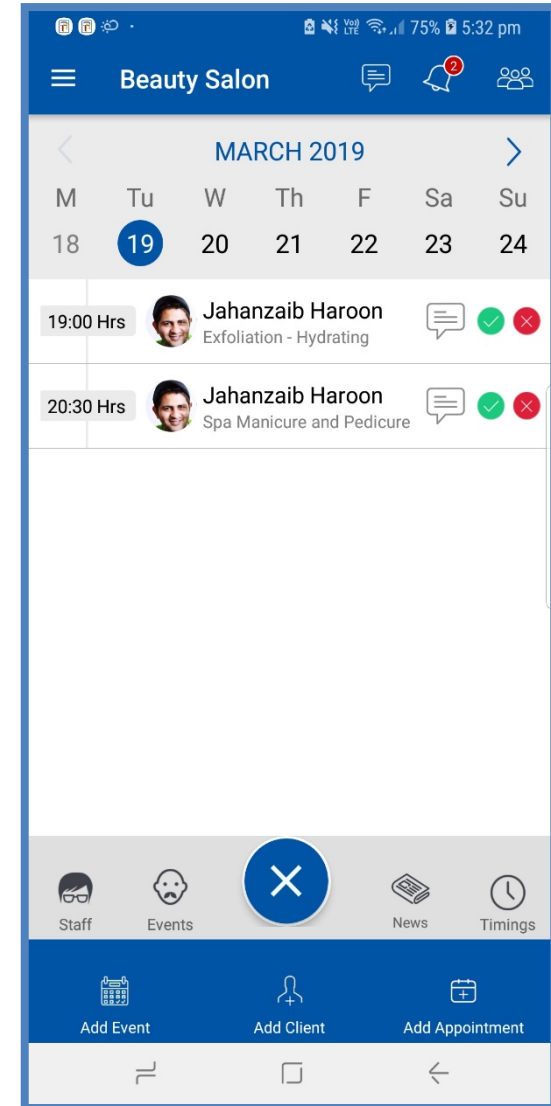
	 Amanda	 Angela	 Jazzy Haroon	 Joe	 John Nash	 Nadia	 Soph	 Windsor
16:45								
17:00			Usman					
17:15				Tom				
17:30		Jazzy		Tom			Ali	
17:45			Johnb	Tom	Johnb		Ali	
18:00	Tom		Johnb		Johnb		Ali	
18:15	Tom	Ali	Johnb		Johnb	Ali		
18:30	Tom	Ali						
18:45		Ali						
19:00				Peter				
19:15				Peter				
19:30				Peter				
19:45								
20:00								
20:15								
20:30								



2. Owner/Admin App view



3. Staff App view





4. Business portal (Dashboard & Settings)

Retainoo Business Admin Dashboard - Staff Report

Reports: Staff Report | Client Report | Appointment Report | Performance Report | Financial Report | Transactions Report

Staff By Employment Type

Employment Type	Count
Full Time	5.0
Part Time	1.0
Casual	0.0

Staff By Duration

Duration	Number
Under 6 Month	3.0
Over 6 Month	0.0
Over 1 year	0.0
Over 5 Years	0.0

Staff By Rating

Rating	Count
5	0.0
4	0.0
3	0.0
2	0.0
1	1.0

Staff

Name	Designation	Email
Ahmed Bajwa	Manager	retainooapp@gmail.com
Carl Jhonson	Senior Stylist	carljhonson181@gmail.com
Jahanzaib Haroon	Senior Stylist	jharoon82@gmail.com
Johny Sohail	Senior Stylist	retainoo3@retainoo.com
Junaid Khan	Senior Stylist	retainoo1@retainoo.com
Naheed Jabbar	Senior Stylist	retainoo2@retainoo.com

Manager: Ahmed Bajwa (Average Rating: 0.0)

Period: 1 day

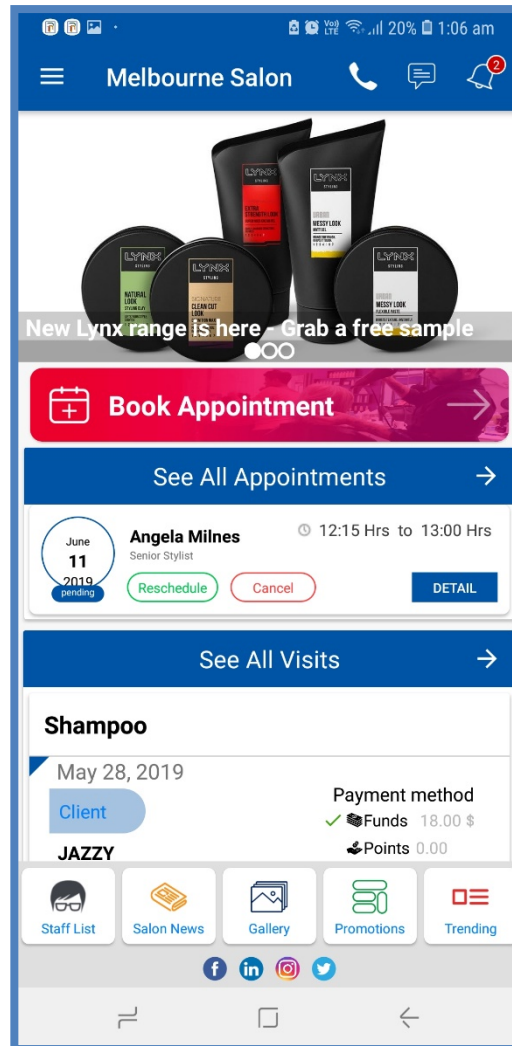
Utilisation: [Bar]

Total Services: 0

Total Revenue: 0 Rs

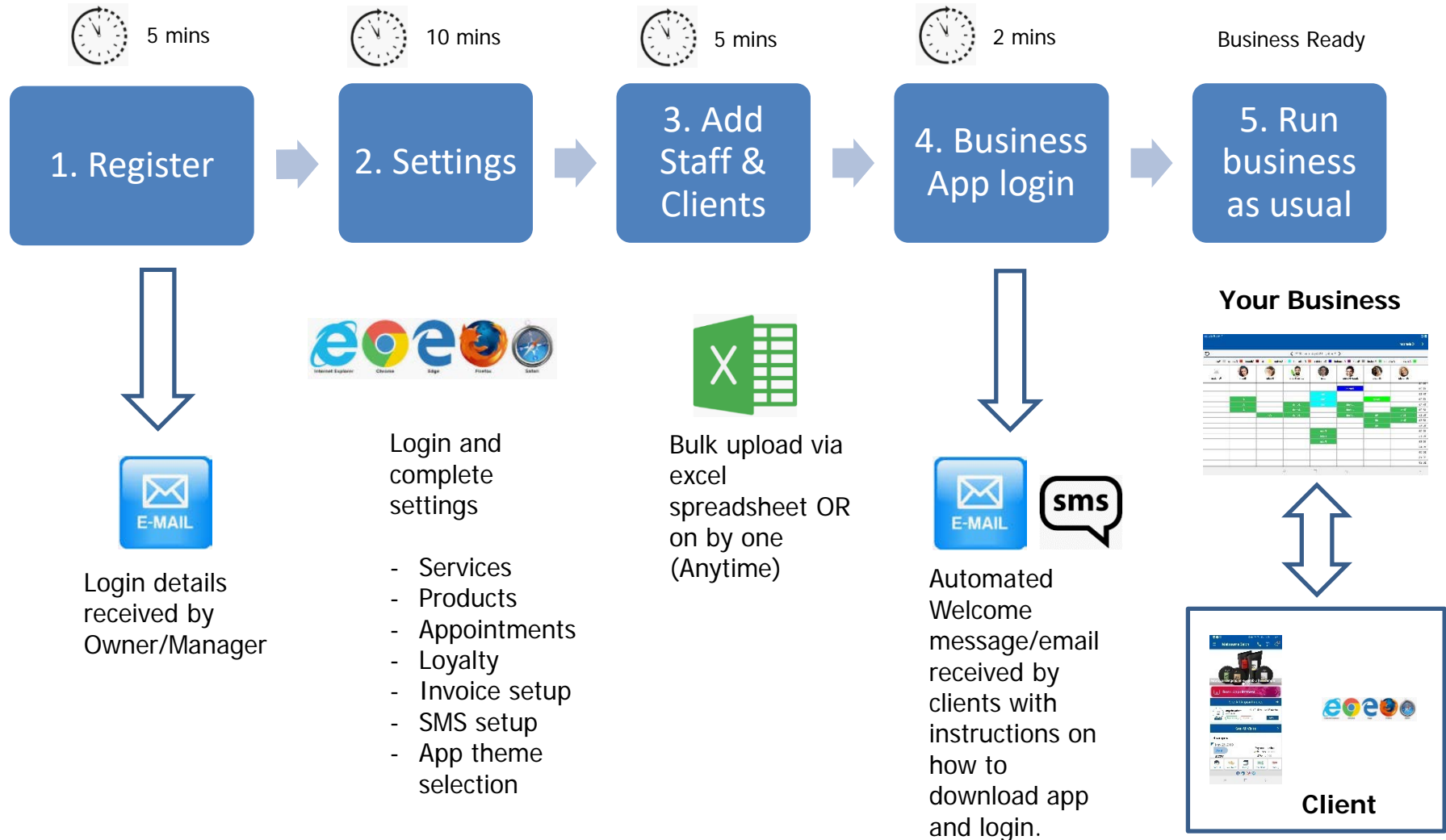


5. Client App view



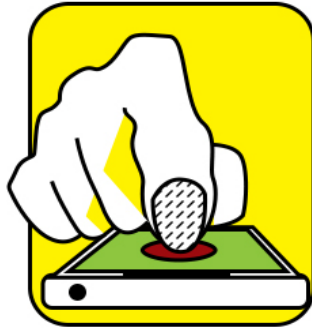


Setup (ready to go in 20 mins)





Platform Capabilities



Mobile Apps



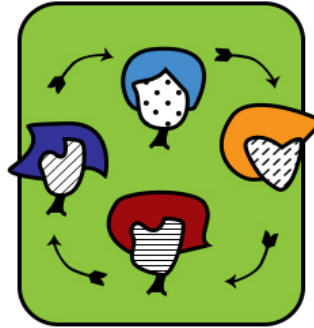
Online Appointment



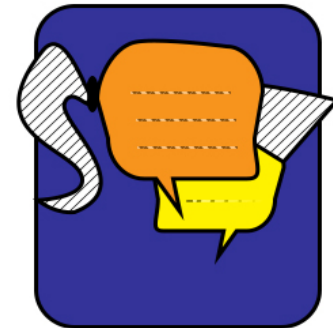
Customer Service History



Personal Configuration



Staff Roster



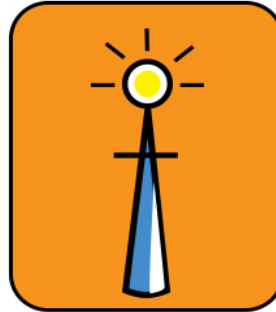
Customer Chat



Platform Capabilities (Continued)



Marketing Promotion



*Broadcast + News
Publications*



Staff Performance



Reporting & Analysis



*Customer Loyalty
Programme*



*Social Media
Marketing*

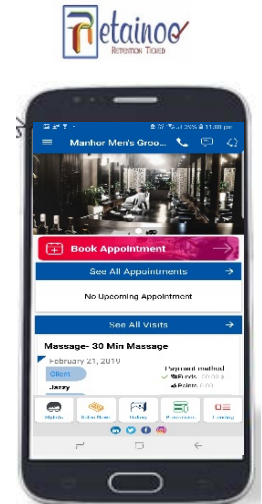
For Businesses to display on premises



LET US SERVE YOU EVEN BETTER

CONNECT WITH US ON OUR APP

- ✓ Let us reward you with **LOYALTY POINTS** for each service
- ✓ Book **APPOINTMENTS** with us within seconds
- ✓ Access your **SERVICE HISTORY** and loyalty points balance
- ✓ Capture your **SALON MOMENTS** and save photos
- ✓ Access to **BLOGS** on latest hair & beauty trends
- ✓ Connect with us with a touch of a button (**TEXT, CALL**)
- ✓ And many more features



REGISTER WITH YOUR EMAIL/MOBILE

&

Get Bonus Loyalty Points