

Monsoon	Software	Hardware	Year of installation	Outsourcing Supplier	Planned Replacement Date	Use of Mobile Technology
Store systems	Torex's Retail-J	Wincor Nixdorf	2003	Torex	Major upgrade planned for 2009	Hand held terminals for stock control functions, running a browser to view Retail-J system
Time and attendance	Intellinet	Hosted	2007	Northgate	No replacement plans	n/a
Labour scheduling	Do not use labour scheduling systems					
Data warehouse / decision support	Informatica and in-house Oracle database with BO reporting tool	HP server	2000	n/a	No replacement plans	n/a
Logistics / supply chain	Red Prairie	IBM/AIX	2007	Clipper Logistics	No replacement plans	n/a
Merchandise management	BT Expedite	HP server	2001	n/a	No replacement plans	n/a
Merchandise planning	SAS MI	AIX/IBM	2008	n/a	New system	n/a
Space management / planogramming	Do not use space management systems					
Human resources / payroll / employee portal	Outsourced to Northgate	Outsourced to Northgate	2007	Northgate	No replacement plans	n/a
Financial / accounting	Coda	HP server	1998	n/a	No replacement plans	n/a
Marketing / CRM / Loyalty	Do not use marketing systems					
E-commerce / transactional web site	Web site system is outsourced to Venda		2006	Venda	No replacement plans	n/a

<b>Monsoon</b>	
<b>Top 3 Investment Priorities</b> (please rank from 1 to 3)	
1. Overseas expansion of retail stores	
2. Bringing DC systems in house	
3. PCI Compliance	
<b>Other sales channels used - catalogues, call centres, m-commerce, digital TV, kiosks (and plans)</b>	Call centre
<b>Are internet orders picked from the same DC as that used to replenish retail outlets?</b>	Yes
<b>Rating for level of multi-channel retailing integration of systems (1 - 5, where 5 is totally integrated)</b>	1
<b>Non store sales (e.g. web, catalogue, call centre) as % of total sales</b>	1
<b>Will non store sales %age increase, decrease or remain static for next year?</b>	Increase
<b>PCI DSS compliance -- has there been more pressure for compliance from your acquirer in the past six months? (no; yes, a little; yes, significantly more)</b>	Yes - significantly more
<b>Estimated number of tills</b>	1500
<b>Estimated IT spend £m per annum</b>	4.2
<b>Name of IT Director</b>	Paul Forester