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MAY 4-6, 2020

RETAIL INSIGHTS
GAYLORD OPRYLAND RESORT & CONVENTION CENTER, NASHVILLE, TN

Insights
Retail Insights 2020

EPICOR

Day	Time	Title	Session Description
May 04 - Monday	06:00 PM - 07:00 PM	Welcome Reception	Come network with your peers and meet with our Epicor employees during our welcome reception.
May 05 - Tuesday	07:00 AM - 08:00 AM	Breakfast	Please join us for breakfast!
May 05 - Tuesday	08:00 AM - 09:00 AM	Guest Keynote Speaker, Marcus Lemonis	Please join us for a great discussion with Marcus Lemonis, Chairman and CEO of Camping World and Gander RV & Outdoors. With multiple ventures on his resume, Marcus can be seen sharing his knowledge through numerous business and entertainment television programs and is also regarded as one of the most sought-after industry experts and keynote speakers in the small business sector today.
May 05 - Tuesday	09:15 AM - 10:15 AM	Retail Reinvented	Epicor CEO, Steve Murphy, and President & Chief Product and Technology Officer, Himanshu Palsule, will welcome attendees and provide strategic insights into the company, the market, and retail products.
May 05 - Tuesday	10:15 AM - 10:30 AM	Morning Break	
May 05 - Tuesday	10:30 AM - 11:20 AM	Innovation and Evolution: Solutions Roadmap	What's on the horizon for Epicor retail solutions? Learn first hand the Epicor Retail product strategy and roadmap from Senior Vice President, Product Development & Management, Bill Wilson.
May 05 - Tuesday	11:35 AM - 12:25 PM	Leveraging Analytics for Better Decision Making—Putting Data at the Heart of Retail	Learn what data is most pivotal for retailers, who needs it, and the ways in which access to it will change the shopping experience.
May 05 - Tuesday	12:25 PM - 01:25 PM	Lunch	Please join us for lunch!
May 05 - Tuesday	01:25 PM - 02:15 PM	Increase Efficiencies in Receiving and Accounts Payables	
May 05 - Tuesday	02:30 PM - 03:20 PM	Retail Excellence Session, TBA	
May 05 - Tuesday	03:20 PM - 03:50 PM	Afternoon Break	
May 05 - Tuesday	03:50 PM - 04:40 PM	Protect Your Business: How to Deliver a Secure Retail Experience	It's more important than ever to retail business. Be sure you're doing everything you can to protect yourself and your customers.
May 05 - Tuesday	07:00 p.m. - 10:00 p.m.	Dinner and Entertainment by Little Big Town	Join us for an evening of food and fun with Grammy, ACM, CMA and AMA Award-winning group, Little Big Town!
May 06 - Wednesday	07:00 AM - 08:00 AM	Breakfast	Please join us for breakfast!
May 06 - Wednesday	08:00 AM - 09:30 AM	Guest Keynote Speaker, Bob Phibbs: How Not to be a Showroom for Amazon	The flawed assumption nearly every traditional retailer makes is that they'll edge out their online competitors by beating them on price. But with rising costs in both leases as well as labor, this just isn't sustainable. However, there is one thing that brick and mortar retailers can do that by design online retailers won't ever do. In this keynote, Bob outlines the startlingly simple but mostly overlooked insight that will help you to not just grow your profitability but reinvent your business as a whole.
May 06 - Wednesday	09:30 AM - 10:00 AM	Morning Break	
May 06 - Wednesday	10:00 AM - 10:50 AM	Retail Beyond the Register—Improve Efficiency and Customer Engagement with Mobile Technology	Let's take a look at mobile technology available today for retailers and how to best utilize that technology to become more efficient and improve customer engagement and service.
May 06 - Wednesday	11:00 AM - 12:15 AM	The Future of Payments	Learn more about the future of payment processing. What changes are affecting retailers in 2020? How can retailers best protect their business?
May 06 - Wednesday	12:15 PM - 01:15 PM	Lunch	Please join us for lunch!
May 06 - Wednesday	01:15 PM - 02:05 PM	Retail Excellence Session, TBA	
May 06 - Wednesday	02:20 PM - 03:10 PM	The Science of Strategic Pricing	Pricing is one of the most important strategies a business undertakes—yet, too often, it feels too much like guesswork. Set prices quickly and easily using critical pricing information from your competitors, suppliers, and store locations. The result? Prices that pamper your bottom line, while compelling your customers to buy from you.
May 06 - Wednesday	03:10 PM - 03:40 PM	Afternoon Break	
May 06 - Wednesday	03:40 PM - 04:30 PM	Optimize Deliveries While Improving the Customer Experience	Accurate, on-time delivery is an important component of an exceptional customer experience. Build a reputation for excellent service and attract new customers when you eliminate manual systems and optimize your deliveries.
May 06 - Wednesday	04:30 PM - 05:00 PM	Your Complete Retail Partner	