ZOKU

Integrated Commerce

FACT SHEET: Compare the Zoku Built For NetSuite POS with a standalone POS with a custom inte

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Built for
ORACLE
NETSUITE

Introduction

In this document, we are summarizing some of the key questions Retailers need to consider when they decide which Point Of Sale (POS) System to use, either at the time they choose an ERP System or after they deploy one and realize that their store operations are disconnected not only from their ERP but also all other consumer channels.

Comparison

		Non Native NetSuite	Zoku	Comments
1	Implementation Risk	High	Very Low	Custom integration of the POS with NetSuite is a lengthy and risky activity, and it is usually impossible to achieve a seamless, real time integration. Zoku is natively integrated with NetSuite.
2	Hardware	Vendor & Platform Dependency	ANY Vendor and any platform	Zoku allows you to use your existing hardware and works on iOS, Android and Windows
3	Support	Separate support for Hardware and Software, POS Support lacks of NetSuite Knowledge, Limited Hours	24/7 Support, Onsite when required by resources trained on NetSuite, POS and Hardware	Zoku and its local partners can take ownership of support for any hardware together with Zoku Software with resources that are certified on NetSuite
4	Technology	Possibly Outdated, "Heavy"	Modern and Lighweight	Zoku was developed using the latest techology tools with open APIs and the company constanty invests in R&D. Subscribing customers are entitled to free releases
5	Compatibility with NetSuite Upgrades	Questionable	Seamless	NetSuite has two releases every year. The Zoku POS as a Built For NetSuite product is certified on each new release by NetSuite to ensure that the NetSuite release does not "break" the POS
6	Inventory Management	Batch updates and not real time sync	Centrally & real time in NetSuite	All inventory management from all channels is done centrally in NetSuite
7	Omnichannel	POS Only	Native Omnichannel	The Zoku architecture includes the Zoku Intelligent Client that runs in online and offline mode at the store hardware and the Zoku Sync Integration Platfrom that synchroizes the POS with NetSuite and can connect to any internal or external service or channel via API. Publish content/ product into any channels (web, mobile, kiosk, marketplaces)

		Non Native NetSuite	Zoku	Comments
8	eCommerce		Seamless	Zoku has native integration with SuiteCommerce and Magento to make sure all customer and inventory data is synced in real time in NetSuite, and NetSuite is the single source of truth.Unlike most other eCommerce integration that struggle in loyalty/rewards, coupons, gift cards, store credits and promotions and returns, Zoku offers a true omnichannel integration between store and eCommerce
9	Product Data	Batch updates and not real time sync	Centrally & real time in NetSuite	The Zoku integration layer ensures that NetSuite is the single source of truth for Product Data
10	Back vs Front Office Functions	POS Management System performs functions that should be done by ERP	All back end functions are done by NetSuite	Previous generation POS systems designed before the emergence of NetSuite and other ERP Systems for SMEs, or designed for retailers that do not plan to implement an ERP system have a lot of back office functions in the POS. This is bad practice for retailers that want to have an ERP system as it creates inconsistencies in inventory, prices, customer data and real omnichannel capabilities
11	Accounting	Batch Sync	Real Time Sync with NetSuite	if using a batch sync, then amounts can be different every month for revenue coming from POS, bank, and internal reporting. These need to be reconciled, which is very time intensive and error prone. IF using Zoku, all data is consistent at the transaction level and doesn't need reconciliation.
12	User Training	Days	Hours	Zoku has a very easy to use User Interface and lean and flexible functions for the cashiers and customer service people. The system doesn't include any extra features that can be 'used incorrectly' and mess up sync or back end, because it has been made with NetSuite's capabilities in mind. This makes training easier.

Summary

Zoku For NetSuite helps retailers take full advantage of their investment in NetSuite with a POS that is fast and easy to get up and running, using NetSuite as the single source of truth that allows retailers to build customer loyalty with a single view of all customer transactions and interactions across all channels and touch points.

Zoku comes with an Integration Platform that offers a native integration with NetSuite as well as the capability to integrate with other channels and services to offer a truly omnichannel, integrated commerce solution.

Instead of "one size to fit all", a more cost-effective solution to supporting the retail ecosphere should be "right-sized to fit all". Zoku has built its lightweight, relatively low-cost, cloud solution on a "lean, mean, flexible" architecture.

Hardware agnostic and connecting disparate systems via modular API connectors, the Zoku approach is to adapt its solution to where each retail operation is right now.

About

Zoku is a global software company headquartered in Singapore, with global Centers of Expertisein Asia, Europe and North America. The core team consists of resources with a wealth of experience in software, consulting and business development. Zoku is a SuiteCloud Development Network and an Alliance partner of NetSuite with expertise in the Retail, Financial, Telecom and Hospitality Industries.

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