

16 tech tools your luxury brand needs

Key technologies to modernise
your luxury retail operations
and elevate your customer
experience

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Today's luxury consumers may be interacting with your brands online, but when it comes to making the final purchase, the majority still head in-store. And when they step through the doors, they expect a premium, personalised experience.

That's where technology has a big role to play – streamlining internal processes and empowering your employees. Ultimately, it can make the difference in ensuring those high expectations are met.

So, what does the market in luxury HR tech look like? In a word: overwhelming. In every operational area, there's a plethora of different software to consider.

To support you in your selection process, we've highlighted 16 tools that should be part of your tech eco-system.



71%

of consumers feel frustrated by impersonal shopping experience*



80%

of luxury customers make the final purchase in-store rather than online**



> 60%

of retail executives believe creating integrated digital business processes will be among their top 5 digitisation areas by 2025***



These innovative technologies will elevate your luxury brand's processes and positioning

Tools to improve employee engagement

A premium customer experience can't exist without stellar service by motivated employees. These technologies help you keep spirits high and staff engaged.



1. Payroll & Benefits

Automate recurring processes, save time and always send correct data to your payroll systems.

3. Multilingual Communication

Translate documents into your employees' native language and show that you care.

2. Employee Engagement Tech

Use transparent messaging to enhance company-wide communication and increase employee interaction.

4. Employee Self-Service

Emphasize your trust – let employees request absences, exchange shifts, view contracts and much more.

Tools to improve talent management & recruitment

The right team makes the difference. That's why recruiting top talent should always be a top priority. These tools help you find and retain the best.



5. Talent Management

Automate and centralise processes such as recruitment, onboarding, and training and development.

7. Employee Learning

Enable all employees to enjoy a consistent learning experience and skill set development.

6. Document management

Store relevant documents such as contracts or payslip in one place. Plus points for digital signatures.

8. Incentives

Automatically collect, calculate and manage multiple types of incentive and bonus plans.

Tools to improve operations

Tech that connects the dots between demand, staffing and revenue. It's the clear picture of performance you need to cut inefficiencies and increase sales in-store.



9. Footfall Counting

Improve your understanding of peak times and customers to sales ratios.

10. Workload Forecasting

Employ AI to factor in all demand drivers, from online orders to weather.

11. Business Intelligence

Analyse company-wide sales and employee data in visual dashboards.

12. Point of Sales

Modern POS is cloud-based, handheld and synced to inventory management.

Tools to improve customer experience

Personal service is key since luxury customers pay high prices to be seen and served luxuriously. Tech can support that.



13. Digital Black Books

Make your key customers' preferences, website behaviour and buying habits available across teams and locations.

14. Reward and Incentives

Spoil your top spenders by giving them access to exclusive experiences. Manage it with modern software.

15. Appointment Booking

Enable customers to book appointments in the store or personal in-store/virtual services.

16. Consumer Tech

Personalise the customer journey by offering innovative tools e.g. scanner or app that make your brand stand out.

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Enhance your processes with Workforce Management

Put smarter operations at the heart of your business. Advanced workforce management solutions help you elevate staff-related processes, increase employee engagement and enhance the customer experience across all counters, locations and markets.

tamigo integrates seamlessly with luxury brands' most important HR and operations tools. Ensure a smooth flow of data across your entire IT architecture.



Connect your systems, modernise your retail operations and stay compliant!

tamigo is the perfect solution for luxury retail businesses looking to streamline and optimise their workflows. With our workforce management solution, you effortlessly digitise core HR and operational processes and efficiently manage your business operations across multiple locations and stores. In addition, you ensure seamless data flow thanks to custom integrations and open APIs and can easily connect tamigo to your existing infrastructure.

Stay ahead of your competition, improve your productivity and increase your sales. With tamigo, you can make data-driven decisions and stay in control of your business. The result: streamlined operations and more time to focus on delivering the best customer service possible.

Ready to elevate your business operations? Discuss your individual needs with our experts!

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