Cloud & Enterprise Systems for Retail

Unify channels, data and store operations on secure, scalable cloud.

Retailers are under pressure to deliver seamless omnichannel experiences while wrestling with legacy systems, fragmented data and peak-season volatility. Cloud-first enterprise platforms fix the foundations—integrating POS, eCommerce and ERP—so teams can personalise, fulfil faster and scale on demand, without adding complexity or risk.

Why Ericom for Cloud in Retail

✓ **Seamless omnichannel ops**
Unify POS, eCommerce and ERP so inventory, orders and pricing stay consistent across channels—enabling BOPIS, ship-from-store and faster fulfilment.

✓ **Data-driven decisions**
Stand up a retail data platform for real-time dashboards and forecasting to reduce stockouts, shrink and working capital tied up in inventory.

✓ **Resilient, secure stores**
Modernise store networks with secure SD-Branch, 4G/5G failover and 24×7 monitoring to protect payments, customer data and uptime.

How it works

01 Modernise core systems: Migrate or integrate ERP/CRM, POS and eCommerce onto cloud foundations built for scale and compliance.

02 Unify data & channels: Create a single view of customers, inventory and orders; enable BOPIS and unified promotions.

03 Operate & optimise: Managed cloud, security and FinOps continuously improve cost, performance and resilience.

Getting started with Ericom

1. Review current apps, data flows and store networks to shape a retail cloud roadmap.
2. Run a low-risk pilot (3–5 stores) before phased rollout across sites and workloads.
3. Optimise through managed services with quarterly reviews and cost/performance tuning.

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Technology features

Unified commerce backbone Integrate POS, eCommerce and ERP via cloud APIs for a single source of truth on inventory, orders, pricing and promotions across every channel.

Retail data platform Deploy cloud data warehouse + dashboards + ML forecasting to improve availability, markdown strategy and replenishment accuracy store-by-store.

Secure SD-Branch for stores Consolidate routing, Wi-Fi and security; segment payment traffic for PCI; add 4G/5G backup to maintain transactions during outages.

Store edge & IoT Connect scanners, cameras and sensors to cloud analytics for inventory accuracy, loss prevention and queue/time-to-serve improvements.

Managed Cloud FinOps Continuous rightsizing, reserved-instance planning and scaling policies keep performance high while avoiding peak-season bill shock.

Cloud-based Disaster Recovery Enable rapid failover for critical retail systems with geo-redundant cloud backups and automated recovery workflows, ensuring business continuity during outages or cyber incidents.

UNIFIEDCOMMERCE

"We must deliver true omnichannel—BOPIS, real-time stock visibility and consistent pricing—without re-platforming everything at once."
Solution: staged cloud integration that unifies POS, eCommerce and ERP and unlocks quick wins.

STORERESILIENCE

"Keep stores up, payments secure and costs predictable during peaks."
Solution: secure SD-WAN with 4G/5G failover, PCI-aligned controls, and managed FinOps to right-size spend as demand fluctuates.

ABOUTUS

Ericom is an Australian solutions partner helping retailers modernise networks, cloud and in-store technology. We blend enterprise-grade platforms with retail know-how to deliver uptime, compliance and measurable business outcomes.

NEXTSTEPS

Request a 60-minute discovery workshop. We'll map your current stack, identify 2–3 quick wins, and propose a phased, low-risk retail cloud roadmap aligned to peak trading windows.

Cloud in Retail can be integrated across diverse applications, including:

- Omnichannel fulfilment (BOPIS / ship-from-store)
- Inventory optimisation & demand forecasting
- Store network modernisation & uptime
- Loss prevention & computer vision analytics
- Loyalty, CRM & personalisation enablement
- eCommerce performance & peak scalability
- Compliance (Privacy/PCI) & cyber resilience

Let us show you how.

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