KIBO® | Jumpmind

TPS Group Holdings: Unifying Digital and Physical Retail for Seamless Growth

the paper store®

gifts & more AT THE PAPER STORE

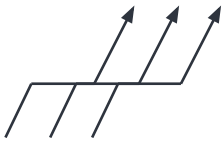
UNCHARTED™

TPS Group Holdings, a family of brands including The Paper Store, Gifts & More at The Paper Store, and Uncharted, faced a critical opportunity: to elevate its customer experience across physical and digital retail channels and scale its operations by modernizing its core technology infrastructure.

The retailer's legacy platforms lacked modern features, limited order management functionality, and their point-of-sale (POS) was unable to meet the rapidly changing needs and demands of their omnichannel customers.Seeking to modernize its tech stack and unify online and in-store experiences, TPS Group Holdings embarked on an end-to-end digital and physical (POS) transformation initiative.

The **Challenge**

TPS Group Holdings' pursuit of aggressive growth and a seamless customer experience was fundamentally constrained by limitations within its existing technology stack. Specifically, the previous digital commerce platform presented significant operational gaps in speed and functionality, particularly within its core order management system (OMS). These technology limitations created distinct business hurdles that needed immediate resolution:



Expansion Limitations:

The company was poised for significant growth, including a nationwide rollout and the launch of a new brand, Uncharted. A new tech stack was needed to support this multi-site, multi-brand strategy and ensure a consistent experience across all channels.



Lack of Real-Time Inventory Visibility:

TPS Group Holdings saw an opportunity to enhance customer experience by improving real-time inventory visibility. This would reduce out-of-stocks and create a more seamless shopping journey.



Return on Investment (ROI):

TPS Group Holdings aimed to improve its digital capabilities to better align with its business goals and demonstrate a strong ROI from its technology investments.

The Solution:

KIBO's Unified Commerce Platform and Jumpmind POS, Store Inventory Management and Unified Promotion Solutions

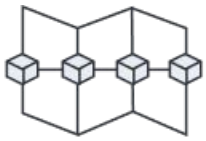
After evaluating several competitors, including BigCommerce and Shopify for ecommerce and Fluent for OMS, TPS Group Holdings chose KIBO's unified commerce platform. The decision was driven by KIBO's comprehensive solution, which addressed all pain points and offered several key advantages. The implementation focused on creating a centralized tech stack and a unified commerce experience, which was a decisive factor in KIBO winning the deal.

KIBO provided a full-stack solution, including:



Unified and Flexible Integrations:

KIBO's platform seamlessly integrated with TPS Group Holdings' existing and future tech partners, including Akeneo (PIM) and Jumpmind (POS), creating a cohesive, centralized ecosystem.



Omnichannel Orchestration:

The platform's powerful OMS intelligently routes orders to the most efficient fulfillment locations, ensuring faster and more cost-effective service. This also enabled TPS Group Holdings to unify digital and physical storefronts, driving in-store experiences and allowing for services such as in-store pickup.



Business User Tools:

A key differentiator for KIBO was its user-friendly interface. It enabled non-technical team members to create new rules, promotions, and content without needing intervention from the tech team. This significantly reduced reliance on developers and lowered total cost of ownership.



Scalable Multi-site/Multi-brand Architecture:

KIBO's platform was built to support TPS Group Holdings' future growth, including its expansion into new markets and its plans to roll out the new Uncharted brand.

TPS Group Holdings also selected Jumpmind to **modernize** its **point-of-sale (POS) technology** across **1200 devices** in **105+ store locations.**

Point of Sale and Endless Aisle:

With its fully microservices-based, API-first and cloud-native architecture, Jumpmind Commerce powers customer fulfillment through seamless integration with TPS Group Holdings' KIBO OMS.

Streamlined Inventory:

TPS Group Holdings is leveraging Jumpmind Inventory to support streamlined back-of-house merchandise receiving, as well as replenishment to the store floor.

Unified Promotions:

Jumpmind Promote enables TPS Group Holdings to run more than 200 concurrent promotions via its modern user interface and simple-to-use functionality that streamlines the building of promotions, eliminating complexity and the use of multiple legacy platforms.

"We are scaling into new markets, launching new brands, and investing in experiences that meet our customers wherever they choose to shop. By combining KIBO's platform with Jumpmind's modern POS and inventory capabilities, we can operate smarter and faster in every store. Most importantly, our customers get the consistency, reliability, and relevancy they expect from us across channels and at every touchpoint."

- Craig Hewitt, Chief Operating Officer at TPS Group Holdings



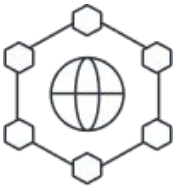
Why TPS Group Holdings **Chose KIBO and Jumpmind**

TPS Group Holdings' decision to partner with KIBO and Jumpmind was based on a combination of strategic and operational factors:



Future-Ready Platform:

Both KIBO and Jumpmind had robust product roadmaps, assuring TPS Group Holdings that they were investing with partners whose platforms would evolve to keep pace with business needs.



A Centralized Ecosystem:

KIBO and Jumpmind's ability to seamlessly integrate with best-in-class partners created a powerful, centralized ecosystem to streamline operations and improve data accuracy.



Empowering Business Users:

The ability for all team members to manage promotions and rules independently was a massive win, saving time and resources. Additionally, associates could be trained on Jumpmind's intuitive system in just 15 minutes – an effort that required three hours with its legacy POS system.

By partnering with KIBO and Jumpmind, TPS Group Holdings successfully modernized its tech stack, overcame its growth limitations, and unified its commerce experience, paving the way for future expansion and improved customer satisfaction.