

DXP SOFTWARE

DATA & AI EXPERIENCE JOURNEY

We are
a **technology and solutions** company

We enable
partners to **innovate and scale**

A note on confidentiality: This is a confidential document. It contains important, strategic information about DXP SOFTWARE'S business. Because of this commercially- sensitive material, the document should be treated as highly confidential. Under no circumstance shall the document, including the ideas and concepts presented or alluded to, either partially or in its entirety, be shared or discussed with any external parties, unless prior written consent is obtained from DXP SOFTWARE.

Our Highlights

Founded in 2024



4
core services

targets

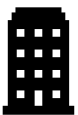
12
countries



+1000
Workforce

from

+ 6
trusted partners



Founders

with

20
years in business



Trusted Technology Partners



DXP SOFTWARE is a dynamic IT consultancy and solutions provider that offers a comprehensive suite of services designed to help businesses navigate the complexities of the digital landscape. The company specializes in key areas such as **Data and AI, Integrated inventory & Order Management Solutions**, and **E-Commerce Integration Solutions**

VISION



To revolutionize industries and empower people by building intelligent, ethical, and innovative AI-driven software solutions that enhance efficiency, creativity, and decision-making while ensuring a user-centric, transparent, and sustainable future.

MISSION



To design and deliver innovative AI-powered software products and services that empower businesses to optimize operations, unlock new opportunities, and drive digital transformation.

COMMITMENT



We are committed to harnessing the power of artificial intelligence to deliver innovative, reliable, and scalable software products and services. We strive to build long-term partnerships by providing measurable value, transparency, and continuous support to our clients worldwide.

1

CALL & CHATBOT ANALYZER



DXP AI enables comprehensive analysis and utilization of 100% of recorded calls, delivering dynamic, data-driven reports tailored to business needs. This empowers organizations to make informed decisions based on reliable insights, enhancing operational efficiency and strategic outcomes.

3

ORDER MANAGEMENT SYSTEM



Unified Platform for Streamlined Inventory and Order Management offering a seamless, unified solution to optimize stock control, automate orders, and enhance overall efficiency. Simplify your operations and drive business growth with real-time insights and harmonized workflows.

2

DATA – AI - META



Empowering your business with sophisticated tools and analytics, allowing you to make informed decisions that drive growth. Explore how we can help you turn data, AI and Meta into your greatest asset.

4

E - COMMERCE



Gain access to a powerful e-commerce solution designed to streamline your online selling experience. Whether you're starting from scratch or looking to enhance your existing store, our support and technology ensure you have everything you need to succeed in the competitive e-commerce landscape.

DXP

We provide experienced data and AI experts across various AI models to help you carry out research and develop AI applications and solutions in multiple fields.

Natural Language Processing (NLP)

Empowering Human-Computer Interaction Through Intelligent
Language Solutions

Computer Vision

Transforming Visual Data into Actionable Insights
Across Industries

AI Powered Process Automation

Revolutionizing Efficiency and Accuracy with
Intelligent Automation

Predictive Analytics & Machine Learning

Empowering Data-Driven Decisions with Predictive Insights and
Advanced Algorithms



Transformative AI Solutions
Tailored to Your Business Needs

Across Industries



Banking



Insurance



Micro Finance



Securities



Aviation



Telco



Hospitality



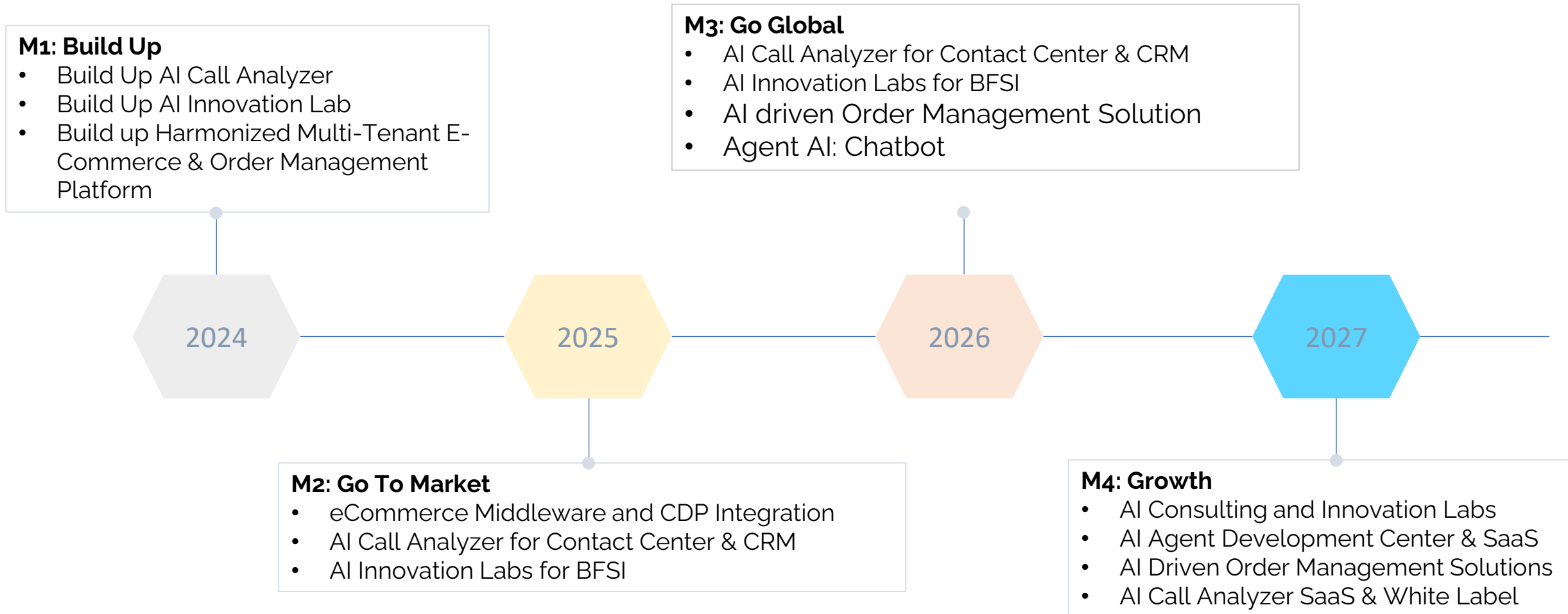
Healthcare



Loyalty



e-commerce



DXP PROPRIETARY SOLUTIONS

(1)

**CALL & CHATBOT
ANALYZER**

(2)

**INTEGRATED
INVENTORY & ORDER
MANAGEMENT**

(3)

**INTEGRATED MULTIPLE
BRANDS E-COMMERCE
& CUSTOMER JOURNEY**

(1)

CALL & CHATBOT ANALYZER SOLUTION

DXP AI enables comprehensive analysis and utilization of 100% of live and recorded calls, delivering dynamic, data-driven reports tailored to business needs. This empowers organizations to make informed decisions based on reliable insights, enhancing operational efficiency and strategic outcomes..

Talking numbers in Call Center & CS

~ 500,000

Call per month

2% - 5%

of calls are reviewed

29%

of customers
make 2+ calls to
resolve the same
issue

95%

of customers stay
loyal with First Call
Resolution (FCR)

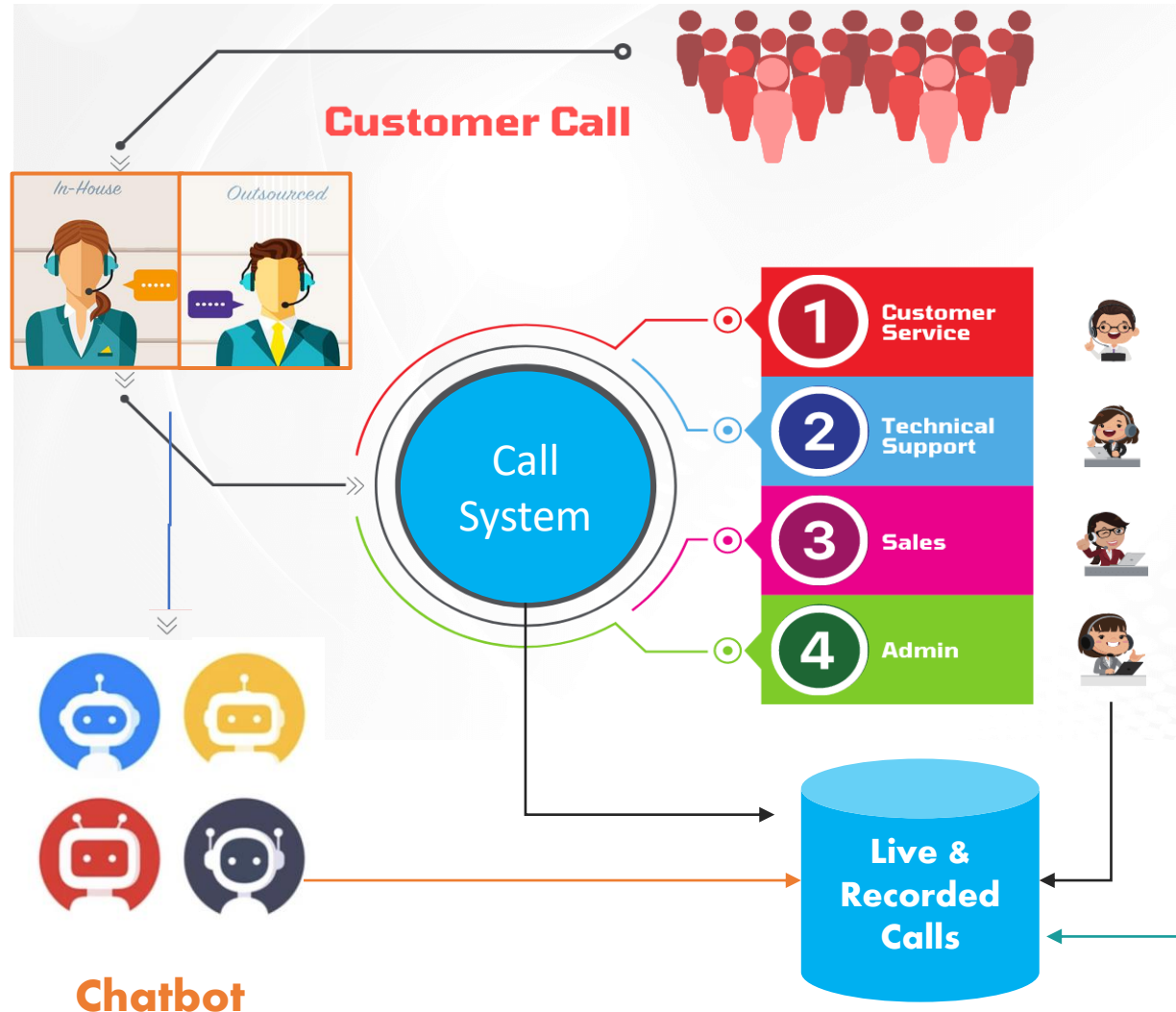
88%

of customers stop
business due to poor
call center services

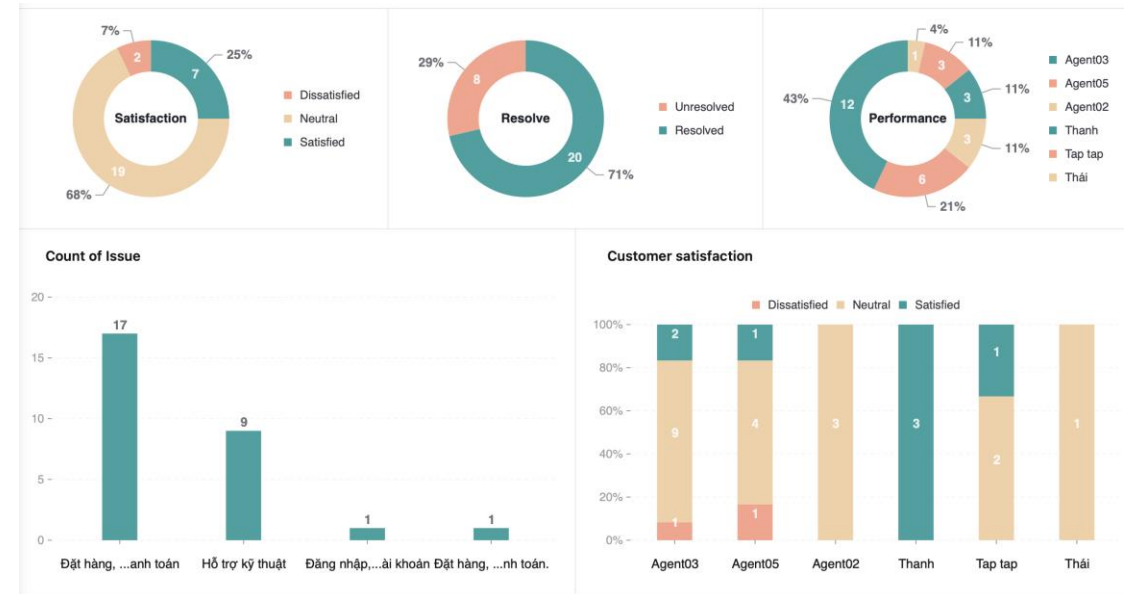
25%

of customers plan to
stop using the services
if their issues are not
solved in the first call

Turning Customer Voices into Business Insight

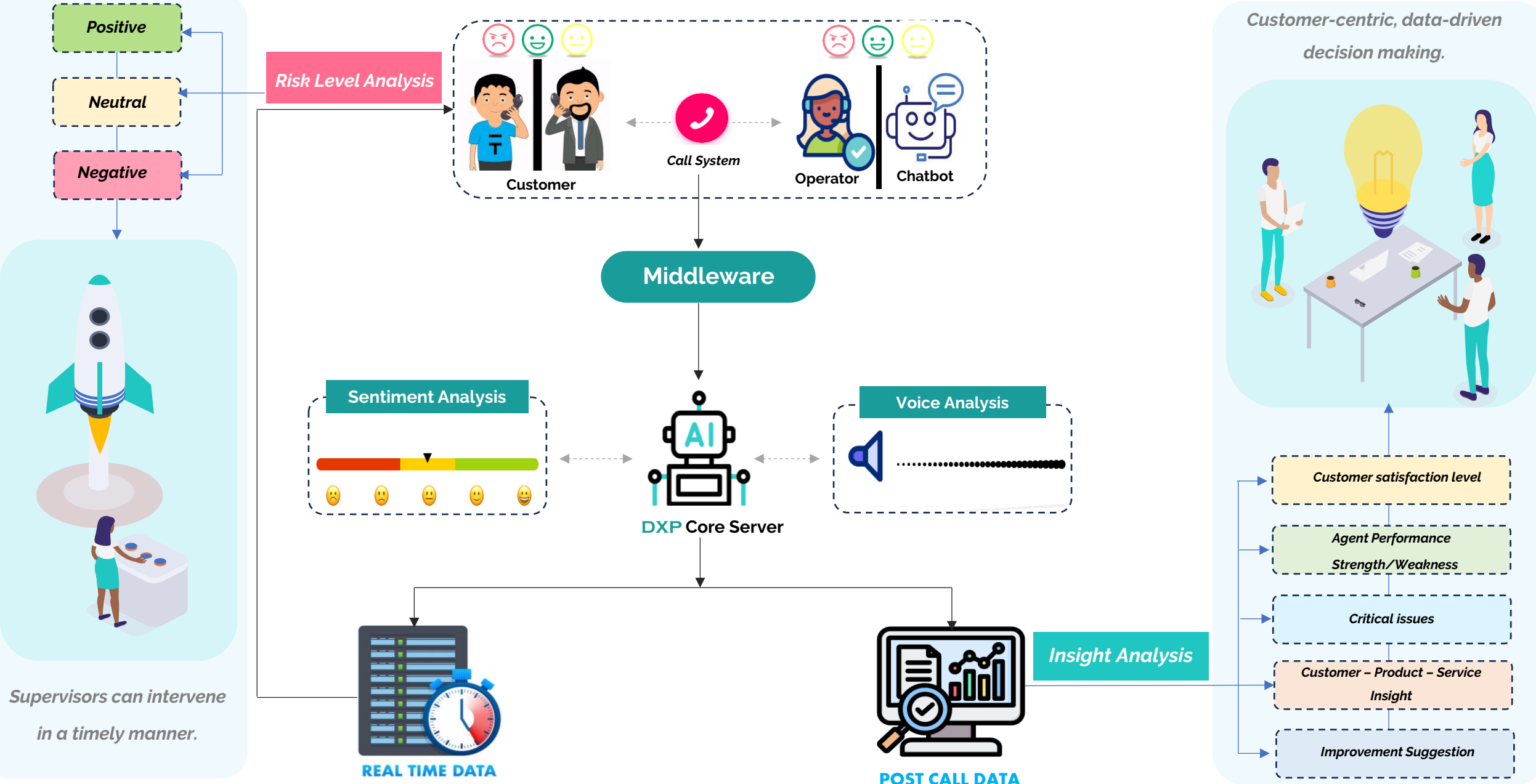


AI enables comprehensive analysis and utilization of 100% of live and recorded calls, delivering dynamic, data-driven reports tailored to business needs. This empowers organizations to make informed decisions based on reliable insights, enhancing operational efficiency and strategic outcomes.



DxP AI Analyzer Engine

DXP AI Call Analyzer



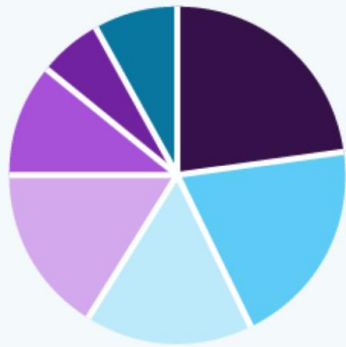
(2) **INTEGRATED INVENTORY & ORDER MANAGEMENT SOLUTION**

Unified Platform for Streamlined Inventory and Order Management offering a seamless, unified solution to optimize stock control, automate orders, and enhance overall efficiency. Simplify your operations and drive business growth with real-time insights and harmonized workflows.

Global Supply Chain Market

Global Supply Chain Management Market

Share, by Vertical, 2023 (%)



● Manufacturing ● Food & Beverages ● Retail & e-Commerce
 ● Transportation & Logistics ● Healthcare ● Automotive ● Others



\$23.3B
Global Market Size,
2023

Source:
www.grandviewresearch.com

Top Supply Chain Challenges



57%
hiring or retaining
qualified workers



56%
talent shortage



54%
supply chain
disruptions or
shortages



52%
out-of-stock
situations



52%
customer demands
for customization

Main Causes of Supply Chain Disruptions



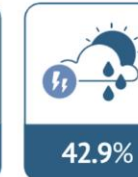
Loss of talent
or skills



Human illness



Transport network
disruption



Adverse weather



Cyber-attack and
data breach

Global Supply Chain

Plan • Source • Make • Deliver • Service

- Global Supply Chain Planning
- Regional Demand Planning
- Supply (Production) Planning
- Logistics Planning
- Etc.

- Global Sourcing
- Supplier Engineering
- Supplier Quality Engineering
- Purchasing
- Etc.

- Production
- Manufacturing Engineering
- Site Quality
- Process Development
- Design Assurance
- Etc.

- Distribution Centers
- Transportation
- 3PLs
- Distributors
- Channel Partners
- Etc.

- Customer Care
- CE Technical Assistance
- CE Field Service
- CE Repair
- Etc.

Finance – Human Resources – Facilities – COEs – PMOs – Analytics – EH&S – Quality Systems & Compliance

The global and Vietnamese supply chain market: Great potential and opportunities.

- The global growth rate (CAGR) is expected to exceed 11.2% from 2024 to 2030.
- The booming Retail, Manufacturing, and FMCG sectors are driving significant momentum for logistics development.
- The growth of the Supply Chain market has led to an increasing demand for practical solutions in areas such as **inventory management, planning and analysis, and supply chain optimization**—leveraging technology integration.

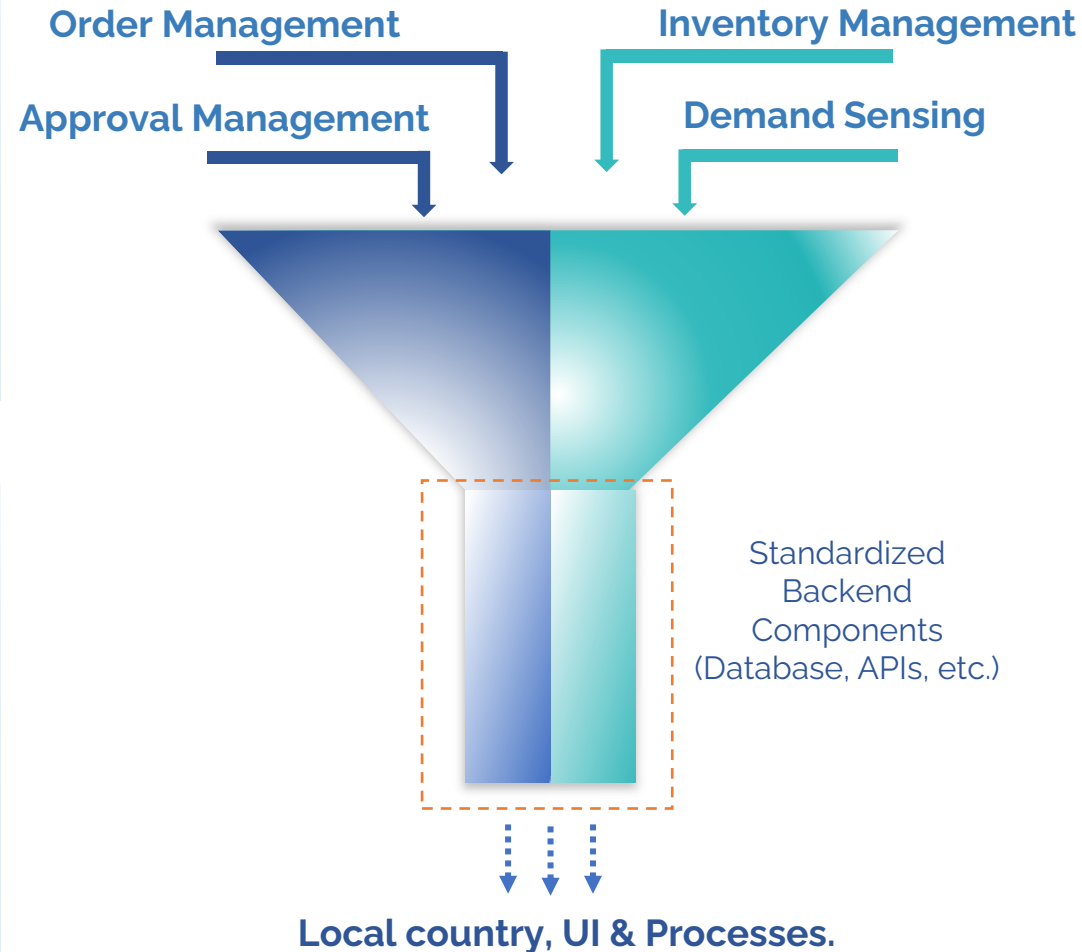
DXP Inventory & OMS Solution

Mobile First

To enable Sales Reps and/or customers to **place orders on-the-go** and get real-time information in their hands.

Integrated System

To give a seamless experience to Sales Reps and customers by providing an end-to-end platform where they can get their multiple tasks done effectively.



Standardized Integration into ERP

To standardize the approach of integration into ERP for data retrieval and transaction posting, being Magellan-ready.

Data Insights

To generate meaningful analytics and insights for better decision-making by capturing data in a standard structure across the region.

DXP Inventory & OMS Solution

DXP SOFTWARE
DATA & AI EXPERIENCE JOURNEY

Home

Master Data

Admin

Order

Pricing

My Requests

My Shipments

My Tasks

DC Check

CC Check

Inventory Management


Report & History


Normal


English


99+

A


Price Inquiry


Inventory


Open Order


Order History/My R...

ORDER

Bill FOC From Consignment

Consignment Transfer

Customer-Owned Returns

Demo (NFHU)

Free Of Charge Goods

Product Complaint

PRICING

One Off Pricing

Billing Block Report

Pricing Upload

Sales Deal Modification

@DxpSoftware

Version 1.0 Rev 001

What make DXP's Integrated Inventory and Order Management Solution Different

DXP's Integrated Inventory and Order Management solution is a powerful tool that empowers businesses to streamline their supply chain operations, improve order accuracy, and enhance customer satisfaction. By providing real-time visibility, advanced automation, and seamless integration, DXP ensures that businesses can manage their inventory and orders efficiently, regardless of scale or complexity. Whether it's reducing costs, optimizing processes, or driving growth, DXP's solution is designed to deliver measurable value and support long-term success.

Customization and Flexibility



Tailored Solutions

DXP understands that every business has unique needs, which is why their integrated inventory and order management solution can be customized to meet specific requirements. Whether it's adapting workflows, integrating with specific third-party systems, or adding custom features, DXP ensures that the solution aligns with the client's business processes.



Flexible Deployment Options

The solution can be deployed on-premises, in the cloud, or as a hybrid model, depending on the client's preferences and IT infrastructure. This flexibility allows businesses to choose the deployment option that best suits their operational needs and budget.

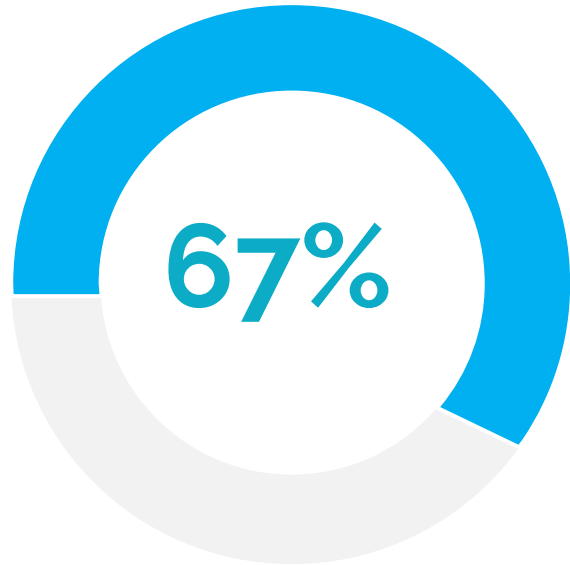
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E-COMMERCE SOLUTION

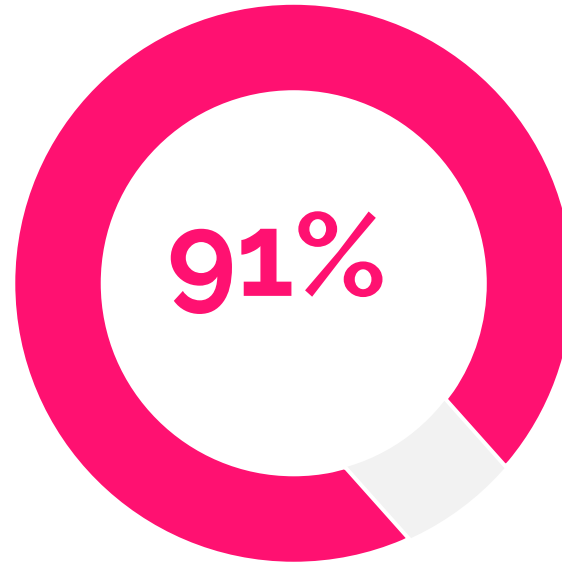
Gain access to a powerful e-commerce solution designed to streamline your online selling experience. Whether you're starting from scratch or looking to enhance your existing store, our support and technology ensure you have everything you need to succeed in the competitive e-commerce landscape.

Understanding The Market Needs

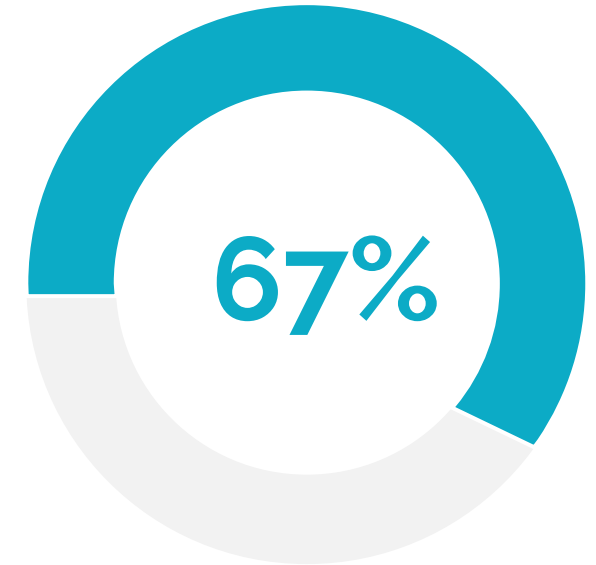
Survey 1000 business' leaders



consider changing their commerce platform in the next three years.



said a timely implementation is important.

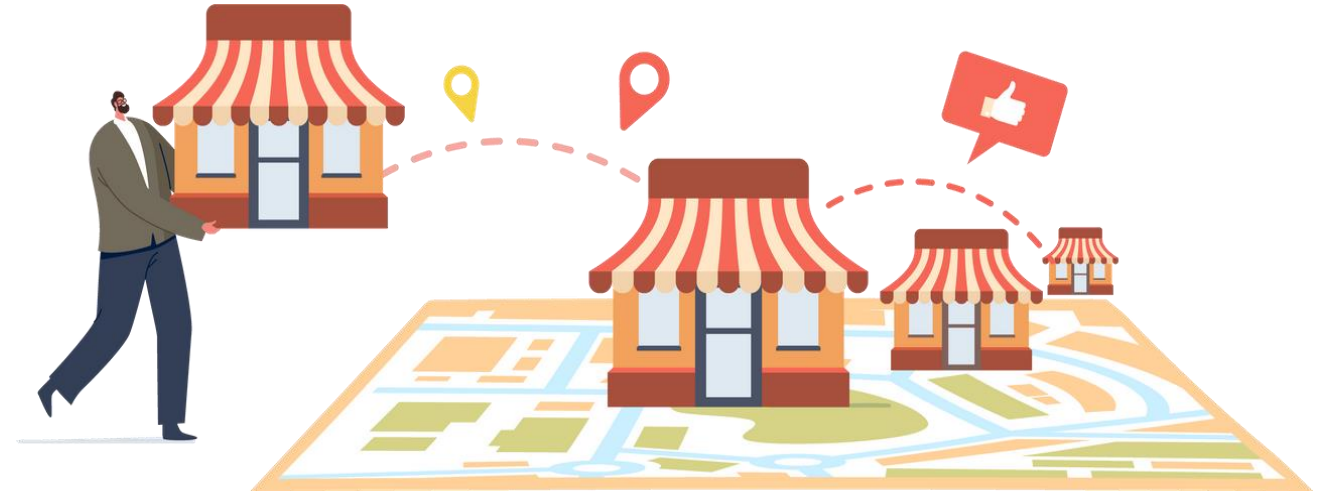


cited ease of use as one of the top things they value in a commerce platform

Easy Multi-Store and Sale Channel Expansion and Management

Quickly Adding New Brand

Easily add new brand to the system without modifying or affecting existing brands.



Regional customization

Allows content, products, and promotions to be displayed specifically for different geographic regions or target customer groups.

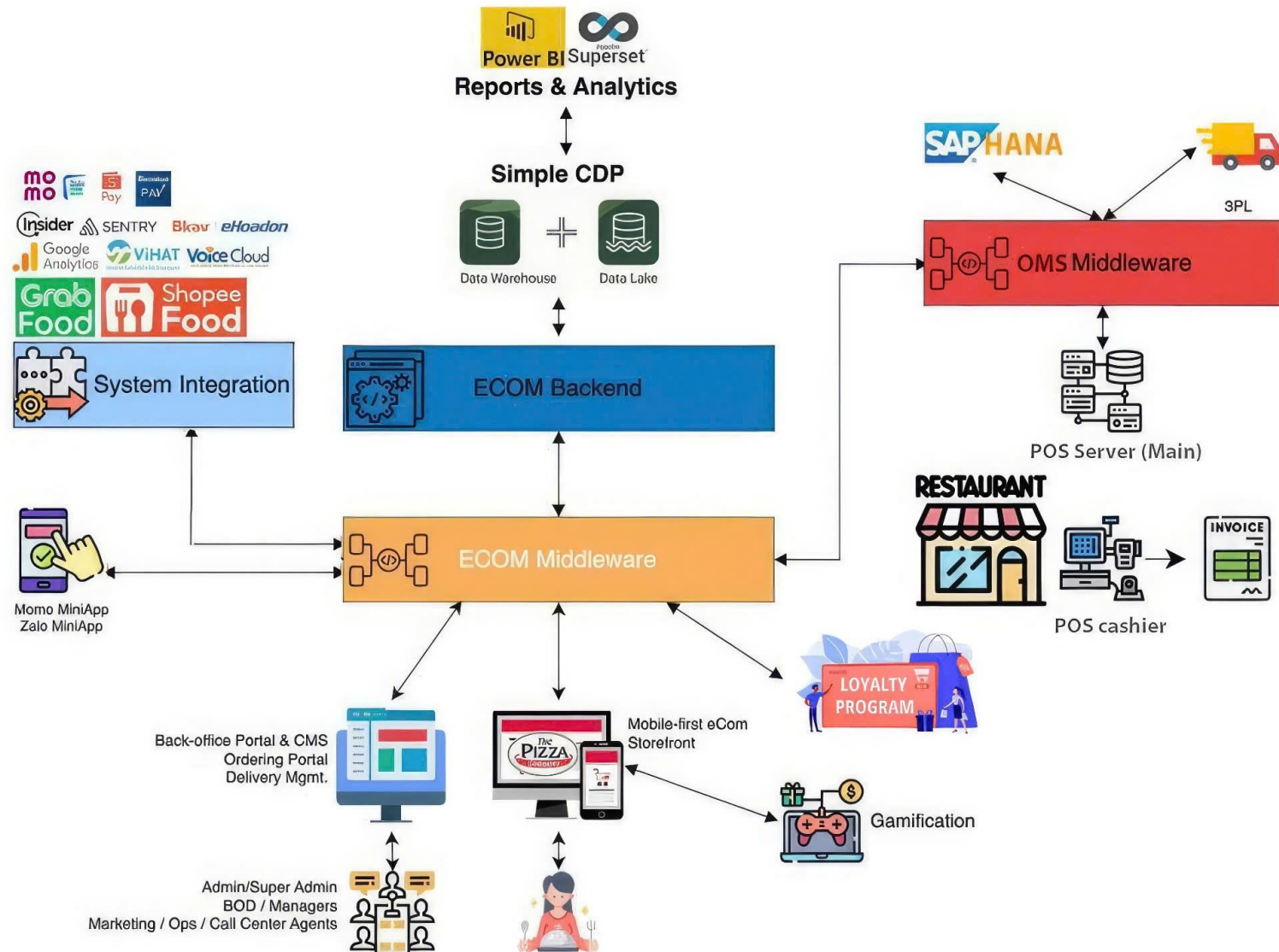


Managing from a single back-end

The back-end acts as a central hub, synchronizing product data, customer information, and orders across multiple stores.



Seamless Integration and Scalability



Onboarding
new brands

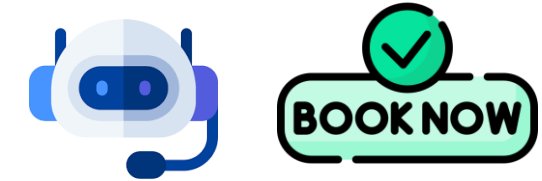
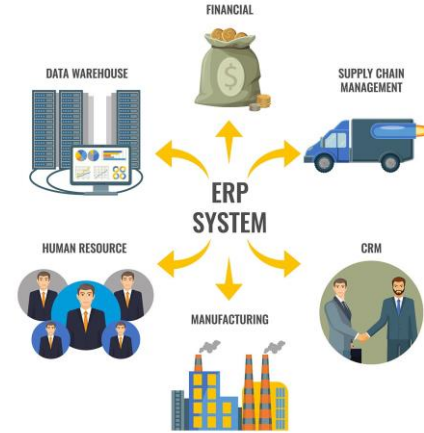
New Brand

New Brand

New Brand

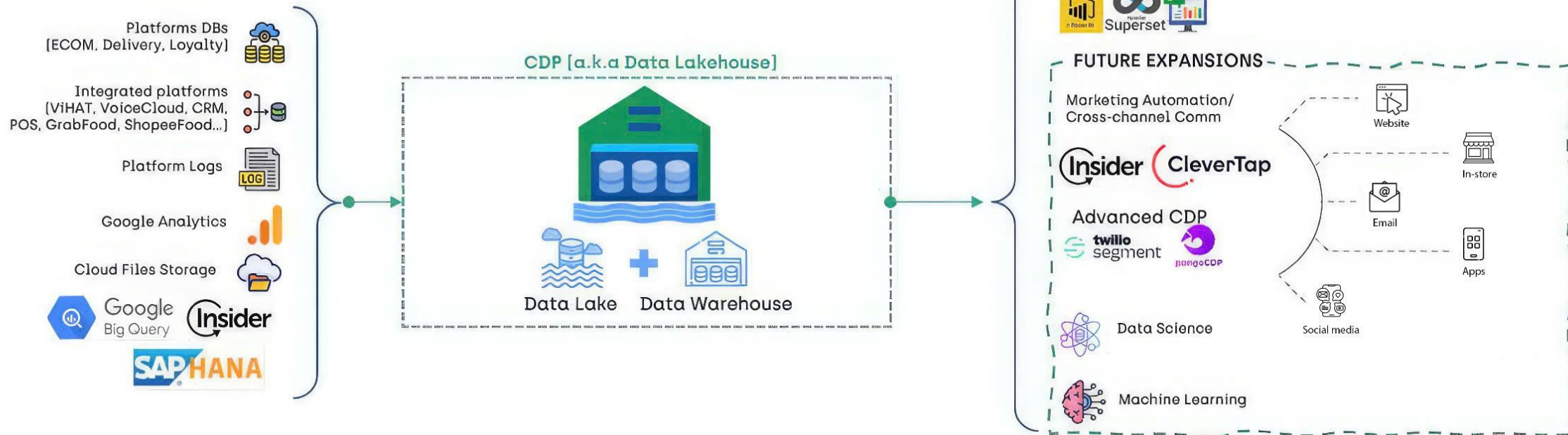
API integration

APIs enable easy data exchange between multiple sale channels from offline to online, supporting integration with third-party systems (ERP, CRM, inventory, etc.).



Seamless Integration and Scalability

Customer insight & Customer Journey





Thank You

Contact Us: vy.doan@dxpsoftware.com

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