

Retail Task Management Software Category



Retail Task Management Software Category

Retail task management software enables retail franchise and store managers to delegate tasks to their personnel based on store information and obtain reports of finished work. This solution streamlines communication between franchise and district managers and their staff members by permitting them to produce pertinent tasks and send them to concerned store managers. This enables store managers to adjust their workforce, shelving, and inventory accordingly and effortlessly report when a job is completed.

The platform thus streamlines the communication process and allows managers to utilize store data to produce actionable tasks and then view how the completion of these tasks impacts future data. In essence, retail task management tools are similar to task management software but designed specifically to enable team collaboration among multiple retail locations and head offices. These applications typically integrate with workforce management and retail management systems.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ▣ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ▣ Customer reference rating score
- ▣ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ▣ Total # of profile views on FeaturedCustomers platform
- ▣ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ▣ Social media followers including LinkedIn, Twitter, & Facebook
- ▣ Vendor momentum based on web traffic and search trends
- ▣ Organic SEO key term rankings
- ▣ Company presence including # of press mentions

COMPANY SCORE

- ▣ Total # of employees (based on social media and public resources)
- ▣ Year-over-year change in # of employees over past 12 months
- ▣ Glassdoor ranking
- ▣ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2021 Customer Success Awards

Check out this list of the highest rated Retail Task Management Software based on the FeaturedCustomers Customer Success Report.



MARKET LEADERS

 **compliant IA**



REFLEXIS
NOW PART OF ZEBRA TECHNOLOGIES

 **storeforce®**

Zenput.

 **ZIPLINE**



TOP PERFORMERS

AccuStore®

CONCRETE

 **natural insight**

 **athena®**
IN-STORE EXECUTION



RISING STARS

 **FokoRetail**

StorIQ

Task Pigeon

* Companies listed in alphabetical order





ABOUT COMPLIANT IA



Compliant IA combines content publishing, instant messaging, tasks, smart checklists, action plans, signature and photo verification to ensure programs and standards are communicated and executed on time, in full, at all locations.



21

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Compliant IA has streamlined our audit process, saved time conducting the audit, getting reports and following-up with action plan items - everything is in one place now.”



GROUP AUDIT MANAGER
INDIGO UK

“We have been able to improve field execution and accountability to our brand standards through use of the Compliant IA platform to document field visits.”



BUSINESS POLICY AND OPERATIONS STANDARDS MANAGER
MESSAGE ENVY FRANCHISING

“We didn't have a good audit structure before and now we do. With Compliant IA we can verify and audit procedures, set goals and then audit towards them.”



GOODWILL OF SAN ANTONIO
MANAGER, GOODWILL SAN ANTONIO

“We use Compliant IA to check for safety compliance, food safety, health standards, forecourt compliance. We are driving better focus now.”



THE CHANNEL ISLANDS CO-OPERATIVE
L&D AND TECHNICAL SAFETY MANAGER, THE CHANNEL ISLANDS CO-OPERATIVE SOCIETY

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The UPS Store 





57

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT REFLEXIS SYSTEMS



ZEBRA

REFLEXIS
NOW PART OF ZEBRA TECHNOLOGIES

Reflexis helps retailers simplify store operations and better engage customers to uncover profit. The Reflexis platform of real-time store operations, task management, retail store auditing, time and attendance, workforce management (labor budgeting, forecasting, and scheduling), employee self-service, mobile apps, and analytics enables retailers to align store labor & activities to corporate goals and institutionalize best-practice response to real-time exceptions and alerts. Since 2001, more than 200 of the world's best retailers in multiple vertical categories have reported dramatic improvements in store-level compliance with corporate strategies and increased revenue and profitability after implementing Reflexis solutions.

Featured Testimonials

“Reflexis has helped us a lot in the areas of two-way communication, accountability, conveying the sense of urgency for high-priority projects, and employee morale. The solutions on mobile devices give managers information at their fingertips, to help immediately address concerns in stores without having to go to office computers.”



MELISSA LINDSEY
MANAGER, MURPHY USA

“The Reflexis Task Manager web-based solution has enabled Coop to use just one key system to communicate clearly to its estate. Targeting tasks to only relevant stores and departments has increased efficiency and freed up valuable time for the store team to spend with customers and maximize sales.”



AUGUST HARDER
CHIEF INFORMATION OFFICER, COOP

“Reflexis had the platform that fulfilled all of the task, workforce, and document repository requirements that we needed to implement.”



DAVID HAMILTON
DIRECTOR OF STORE OPERATIONS, SALLY BEAUTY HOLDINGS

“With Task Manager, they have very specific lists of to-dos—they're prioritized and it's clear what the expectations are.”



CHARLES JARRETT
SENIOR VICE PRESIDENT AND CIO, CUMBERLAND FARMS

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ABOUT STOREFORCE



StoreForce has been helping Specialty Retailers around the world exceed sales performance goals and deliver exceptional customer experiences since 2010. StoreForce is a Sales Performance Platform, underpinned by a Specialty Retail workforce management system. It is called “wfm+”, where the “+” represents a focus on positive sales growth and consistent delivery of the brand in your brick and mortar stores. This approach is entirely unique to StoreForce, and it is why the “+” also represents a foundational shift from the way traditional wfms approach labor planning in Specialty Retail.

22

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“WFM+ is a very complete system all under one roof - StoreForce's solution offers everything and is built in a very credible way with reporting, scheduling, task management working together on one dashboard.”



NIK PORTER
HEAD OF RETAIL FOR NORTHERN AND CENTRAL EUROPE, HACKETT

“I would definitely recommend StoreForce to other retail organizations. I would emphasize the point that whenever we put it into one of our businesses it is instantly adopted by the user. It saves us a lot of time, is easy to use and delivers results.”



MARK LINCOLN
DIRECTOR, LUSH

“Senior management was impressed with the increase in sales, the operational efficiencies, and the improved customer experience observed with StoreForce. When we saw an opportunity to simplify our time and attendance and the reporting that feeds to payroll, it made perfect sense to partner with StoreForce. We challenged them to replace our reporting mechanism from old manual timecard workflows to time and attendance reporting that feeds to payroll within StoreForce.”



ELISABETH WOUTERS
PAYROLL & COMPENSATION MANAGER, ASICS

“StoreForce give us real time information on critical retail metrics which allows us to coach specific behaviours and serve our customers better.”



KAMY SCARLETT
SENIOR VICE PRESIDENT STORE OPERATIONS, GRAFTON FRASER

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BEAVERBROOKS



LUSH FRESH
HANDMADE
COSMETICS



BARBECUE WORLD
BBQS • PATIOS • FIREPLACES



ABOUT ZENPUT



Zenput is a mobile solution that helps multi-unit retail, restaurant, and CPG executives improve their operational efficiency by getting unprecedented insights into their stores. Zenput helps increase overall execution for operations, marketing, or compliance initiatives. Their current customers include notable brands like Domino's, Coca-Cola, Papa John's, 7-Eleven, Sunoco, and many others in the US and in over 25 countries around the world.

68

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Before Zenput, the process of gathering data and enforcing accountability measures at the restaurant level required a high degree of human resources. With Zenput, we can assign tasks to the restaurant level, determine when it should be done and get notified automatically when the work is completed.”



DOUG SMITH
VP OPERATIONS, HARDEE'S

“Zenput provided a more organized, detailed way to do checklists & evaluations and to communicate and keep information stored. It helped streamline processes that were manual or cumbersome and made them a lot easier.”



PETER BEDZYK
CHIEF OPERATIONS OFFICER, PHASE THREE BRANDS

“The software is helping our regional leaders focus attention where it's needed and we've been delighted with how easy it's been for restaurant employees to use the application. Since partnering with Zenput, we have seen task completion rates go up and are looking forward to seeing the impact on audit results.”



CHRISTINA SERINO
DIRECTOR OF QUALITY ASSURANCE & FOOD SAFETY, P.F. CHANG'S

“We needed a centralized solution that would capture and analyze data in ways that would improve retail execution and lead to actionable results. It was this need that ultimately led us to Zenput.”



ERIK T.
NEURO DRINKS

TRUSTED BY





ABOUT ZIPLINE



Zipline is the leading communication and execution platform for retailers who believe in the power of the store experience. Built with the complexities of retail in mind, Retail Zipline helps HQ streamline and coordinate communications with the field, in a way that makes store teams happier and more productive.

26

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Without Zipline, we would be sending out information but it wouldn't be personal and we wouldn't have been able to reach all employees with each communication. What's special about Zipline is that it's personal. We can not only target communication by role and by location, but the message comes to employees' personal devices. It's their channel, and they feel it.”



RANDY EDEKER
CHIEF EXECUTIVE OFFICER, HY-VEE

“With Zipline, everything is condensed. I don't need to sit in the backroom and look through three emails and a newsletter to find the info I need to do my job.”



VANESSA ZAPFE
SUPERVISOR, LEGO

“Zipline is such a clear and easy tool that people can't use 'I couldn't find the message' as a crutch for not doing their jobs. It's ease of use for clearer accountability.”



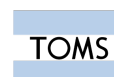
ASHLEY HEBB
COMMUNICATIONS AND PRODUCT EDUCATION LEADER, ATHLETA

“Zipline is so easy to use that stores can no longer say they weren't able to find or execute on direction.”



FIONA WU
COMMUNICATIONS SPECIALIST, OLD NAVY

TRUSTED BY







ABOUT ACCUSTORE

AccuStore®

AccuStore is the result of over 35 years of helping retailers gain store-level intelligence to enhance operations, marketing, facilities management and human resources. Its enhanced store profiling technology makes it easy for consumer-facing businesses to access real-time information about every site. AccuStore customizes a database of site-level details and stores it securely on a cloud-based platform with a web interface and mobile app for 24/7 access. A GSP Company, AccuStore is based in Clearwater, Florida.

20

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The rollout of our recent PolarPop™ Translight program was essentially seamless.”



TERRY BROWN
ADVERTISING MANAGER, CIRCLE K

“AccuStore’s survey services provided the data we needed to have a comprehensive understanding of each site location from the services offered at each site down to the exact dimension of every wall, window and sign.”



SENIOR MANAGER OF IN-STORE COMMUNICATIONS
GIANT EAGLE

“The store-specific guides are now much simpler to use. Even a new store employee would find it easy.”



RETAIL SALES SPECIALIST
LEADING CONVENIENCE RETAILER

TRUSTED BY





ABOUT CONCRETE

CONCRETE

Concrete retail management software is used by many of the world's largest and well-known brands. They provide a cloud based application that connects head office teams to your stores, whether wholly owned, joint venture, franchise or wholesale. With retail experiencing significant change with the growth of e-commerce, brands with a physical presence need to capitalise on the unique relationship this enables with their customers.

18

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“As a department store, operations can be highly complex. We have multiple departments and product lines; the range is very diverse. Having a tool like Concrete Publish enables us to better control this diversity. It's simple to add new content to Concrete, create visually stunning pages, and structure it in a way that makes sense to geographically distant teams searching for content.”



STEVE JOHNSON
INTERNATIONAL STORE OPERATIONS MANAGER, DEBENHAMS

“Concrete Manage has been a huge improvement. Not only can we better control how local teams make design requests, but my team now has full visibility over work items, meaning we can prioritize efforts and be more accurate in our deadlines.”



MARJOLEIN BAMPS
BRAND CREATIVE SERVICES MANAGER EMEA, WRANGLER

“Concrete has become a real home for the Mothercare brand. It's a single source of truth that allows us not only greater oversight into how content is being used, but greater confidence that our important international franchise business is operating consistently, and being supported in the right way.”



KAM JOHAL
GLOBAL PROGRAMME MANAGER, MOTHERCARE

“The biggest change Concrete has made is the ability to ensure we have a consistent way of delivering information to all relevant parties.”



SHAWN LYNCH
SENIOR CLIENT RELATIONSHIP MANAGER, VSP GLOBAL

TRUSTED BY



L'ORÉAL





ABOUT NATURAL INSIGHT



Natural Insight started delivering cloud solutions to consumer brands, retailers and merchandising and marketing agencies to improve field execution across the retail ecosystem. To date, Natural Insight has collected in-store execution information on behalf of hundreds of brands and managed over 51 million assignments in more than 180,000 stores across the world. Their customers rely on Natural Insight to manage distributed workforces, assign and manage work, verify completion and compliance, as well as collect and report on field data.

15

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“With a remote workforce, having the ability to easily manage, execute, and review work being completed in the field is extremely valuable. Natural Insight has improved our efficiencies and continues to be a valuable partner in our business.”



RHONDA LEADER
VP OF OPERATIONS, MARKET CONNECT GROUP

“With a large decentralized workforce it is important to have the ability to assign jobs, record project information, get real-time updates and feedback from the field and hold employees accountable. Natural Insight allows us to do this and focus on what matters. It is the leading application for our kind of business.”



CHRIS NOZET
PRESIDENT, AMS RETAIL SOLUTIONS

“Natural Insight provides the most robust workforce management solution, the most flexibility in their modules and it has the best user interface.”



KAREN MENDOZA
RETAIL OPERATIONS MANAGER, NINTENDO OF AMERICA

“Natural Insight makes it easy to schedule the right people for the right jobs and gives us the reporting tools we need to verify that we’re delivering the highest quality merchandising solutions to our customers.”



ANDREA KRAATZ
WORKFORCE MANAGEMENT SUPERVISOR, LAWRENCE MERCHANDISING

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ABOUT ZETESATHENA



ZetesAthena allows you to manage key tasks and processes efficiently so your stores run more smoothly and your customers are happy. ZetesAthena will improve your sales productivity and increase customer satisfaction by managing your inventory processes with real-time visibility.

10

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“As a growing retailer we were looking for an efficient solution that would give us real-time visibility of the counting processes in our stores, enabling us to improve our stock accuracy. As a cloud-based solution, this is exactly what ZetesAthena offered us. Also, as ZetesAthena is a full in-store management solution, we are able to scale our use of the software, enabling us to manage other retail processes in the future.”



CARLTON SMITH
IT PROGRAMME MANAGER, JD WILLIAMS

“As a growing retailer we required the latest stock management solution that would give us real-time visibility on our stock levels. ZetesAthena, being a cloud-based solution, fulfilled all our needs for seamless communication between our local stores and our central system. Also, because ZetesAthena is a modular solution, we will be able to add new functionality in a very agile way, guaranteeing the sustainability of our investment.”



COLIN BLAKE
HEAD OF LOSS PREVENTION, THE WHITE COMPANY

“Using ZetesAthena we have an efficient solution for stock auditing based on the latest cloud technology which means we have full visibility of the counting process from a decentralised location. In addition, because ZetesAthena is also a full in-store management solution, we can potentially scale our use of the software to manage other retail processes in the future, ensuring we have an accurate picture of stock availability and visibility at all times.”



STUART MOLYNEUX
HEAD OF RISK, THE ENTERTAINER

“Since the initial Click & Collect implementation, we have seen a clear return on investment, with sales revenues growing well beyond our initial expectations. Given the success of this first phase, we decided to purchase extra ZetesAthena modules to enhance other in-store processes.”



ROB WILSON
CHIEF INFORMATION OFFICER, SMYTHS TOYS

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ABOUT FOKO RETAIL



Foko Retail is a social media-style, task management and communication platform that helps retail teams ensure brand consistency across locations by engaging frontline teams to get it done - whether "it" is visual merchandising, marketing or operations.

16

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Being able to share photos in this way is a game changer. We can suddenly see what others are doing, collaborate on those ideas and constantly make improvements. Our employees are really excited about this way of working together and how it helps them better serve our customers.”



DIRECTOR OF IN-STORE MARKETING
WHOLE FOODS MARKET

“Our new process ensures execution is the same across the board in all of our stores and helps stores troubleshoot any issues they're having at that particular location so we can work out a solution together. Now that we can do it in real-time, instead of waiting for emails to trickle in, we're saving a significant amount of time on merchandising validation in-store and at the head office as well.”



KELSEY LEACH
VISUAL MERCHANDISING MANAGER, FUEGO STORES

“We use Foko Retail to centralize all of our communication and operations. In stores, that communication is instant and accessible. Now our team has one place to go for all of their tasks and information. It's a game-changer.”



DAVE SANBORN
SENIOR DIRECTOR OF OPERATIONS, FIVE BELOW

“Foko Retail saved us \$42,000 in one day with a product recall issue. Stores were able to immediately submit photos of a defective product, and we used this evidence to get our money back from the manufacturer. Foko paid for itself many, many times over that day!”



SENIOR DIRECTOR OF STORE OPERATIONS
DESIGNER SHOE WAREHOUSE

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ABOUT STORIQ

StorIQ

StorIQ is a task management and retail operations platform. They bring together store communications, task management, visual merchandising. They streamline store communications, task management, store reviews and photo uploads – simplifying processes to save time, increase visibility of store performance and provide greater clarity for both store and head office teams. They are dedicated to building products that their customers enjoy using, and which truly save time and make their jobs easier. They are a small team, but highly experienced and super smart – their deep experience in both tech and retail means they can challenge their customers to think differently and transform their retail operations.



Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“A key driver for this investment is ensuring the performance of our growing store portfolio through improved retail operations. It's about consistency, compliance and continuously driving improvement. StorIQ's platform allows us to monitor area performance with area managers and instantly bring up store reviews and visuals.”



JASON ANDERSON
MANAGING DIRECTOR, EDINBURGH WOOLLEN MILL

“StorIQ has changed the way we communicate with stores. It's helped us to connect with store teams and increase their engagement with in-store initiatives, at a very important time in Thornton's development.”



CLAIRE TRISTRAM
INTERNAL COMMUNICATIONS MANAGER, THORNTONS

“Until we started using StorIQ, photos of store windows and interiors were circulating round the business as email attachments, in PowerPoint presentations or as printouts. It was hard to measure the degree of compliance, and highly inefficient. Reviewing campaign launches is now immediate, so we can tell stores what to change instantly. Our database of visuals means that we can view any store area, such as tills or fitting rooms, and make them consistent with the campaign strategy.”



COMMERCIAL DIRECTOR
CREW CLOTHING

“With the support of StorIQ's Customer Success team, we've transformed the way we communicate with our franchise partners, and I'm really excited about the new capability we can offer our partners to help them streamline retail operations in their own markets.”



RICHARD RUSSELL
INTERNATIONAL COMMUNICATIONS MANAGER, MARKS & SPENCER

TRUSTED BY



CREW CLOTHING COMPANY

The Edinburgh Woollen Mill



M&S

EST. 1884

Thorntons



ABOUT TASK PIGEON

Task Pigeon

Task Pigeon is a Software-as-a-Service company that provides a straight-forward, yet powerful task management tool that is used by thousands of individuals and teams across the world. Their core focus is delivering a product that is easy and intuitive to use, all while ensuring you have access to the features you need to create, assign and manage tasks, as an individual or in a team.



Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Syntricity Networks is thoroughly convinced it made the right decision moving its task management to Task Pigeon. And with Task Pigeon routinely adding new features like its recent support for sub categories, Syntricity is often surprised how the tool continues to evolve and thereby making Syntricity more productive.”



MICHAEL ALICEA
CHIEF INFORMATION AND OPERATIONS OFFICER, SYNTRICITY NETWORKS

“Unlike other applications you can see and access every part of your dashboard in just one click. It's easy to create tasks, filter between different views and ultimately get a good understanding of what you have to work on.”



PAUL TOWERS
CREATOR, STARTUP SODA

“Our passion and expertise are central to everything we do at Max Marine. Our goal is to put our skills and experience to good use in order to make the sport of sailing more accessible and enjoyable for all.”



MAXIME LOISELLE
FOUNDER, MAX MARINE

“Task Pigeon is a simple to use task management application which ticks the boxes for our business. Many of the competing products in the market get weighed down with overly complex feature sets and user interfaces, most of which are superfluous to our requirements. With Task Pigeon, we can onboard a new developer and there is next-to-no training required to get up and running. This suits us well and allows us to focus on what we are good at, which is building software.”



DANIEL BLIGH
IDENTITY ARCHITECT AND LEAD DEVELOPER, ASSERTIV

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Startup Soda

