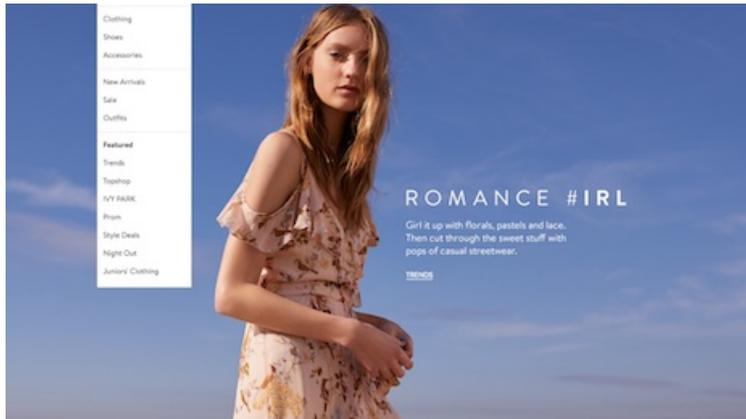


SOFTWARE AND TECHNOLOGY

Nordstrom moves POS to cloud to unify customer experience across channels

March 20, 2017



Nordstrom has a point

By STAFF REPORTS

Upending a decades-old business model, department store chain Nordstrom Inc. has switched to a point-of-sale system in the cloud by turning to software giant Infor's technology.

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The Infor Rhythm for Commerce offering is part of Infor CloudSuite Retail that is designed to help retailers such as Nordstrom better manage and track information, offer consistency and accuracy across the retail network, and service customers quickly across channels. The cloud POS is mobile led.

Not pie in the sky

Nordstrom's move to a cloud-based platform is also meant to improve the customer service across its store, online and mobile channels, the company said.

Using Infor Rhythm for Commerce, Nordstrom store associates can access product and inventory information to find and order the right products across the supply network via any device, include mobile.

The software service connects the retail platforms with back-office systems and analyzes data to offer a unified experience to customers across channels.



Change is in the air

Based in New York, Infor builds business software for different verticals and claims 90,000 customers in more than 170 countries. It has more than 15,000 employees.

Nordstrom has 349 stores in the United States, Puerto Rico and Canada, including the Nordstrom Rack and Jeffrey store brands. Its online presence covers Nordstrom.com, Nordstromrack.com and HauteLook, as well as personalized clothing service Trunk Club.

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