



Shiseido is a global beauty giant that has over 150 years of history and currently operates in approximately 120 countries and regions around the world.

In Hong Kong and Taiwan, TT Retail is providing services to over 200 stores from Shiseido and its brands. Including Shiseido, bareMinerals, Clé de Peau, Dolce & Gabbana Beauty, Drunk Elephant, ettuais, IPSA, Laura Mercier, NARS, Serge Lutens and Shiseido Professional.

TT Retail is honoured to supply multiple products and services to Shiseido and assist Shiseido to handle demanding business operations. Shiseido has been utilising our WEB-RMIS (Retail Management Information System) to manage product information, sales, promotion, inventory and more.



The system connects to multiple frontend devices, such as our TT-POS, which is a robust desktop software that helps Shiseido to process transactions and other daily operations in their physical stores. Besides the traditional POS solution, we also customised our Store Helper to fit our client's needs. Store Helper is a mobile application that is designed to be used on iPad and Android tablets. It allows the salesperson to check product inventory, price and information, and process transactions in front of customers. This solution is designed with a modernised user interface and brings traditional sales to the sales floor.

Shiseido and its brands have been using third-party CRM (Customer Relationship Management), WMS (Warehouse Management System) and other systems. Our provided WEB-RMIS is integrated with these systems and allows Shiseido and its other brands to use their third-party services continuously. For Shiseido, bareMinerals, Clé de Peau, IPSA, Laura Mercier, and NARS, 6 brands from Shiseido selected to use our OMS (Order Management System) to integrate with their online business. Our OMS along with the customised integration synchronises the eCommerce orders with our system and adjusts the inventory for the client automatically. It also automates the eCommerce delivery process by updating the tracking number between systems and enables delivery completion notice.