

# Retail

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# GulfNet

SPEARHEADING  
THE NEW AGE  
OF STORE  
MANAGEMENT

Junichi Ishikawa,  
CEO



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## GulfNet

This award is in recognition of **GulfNet's** stellar reputation and trust among customers and industry peers, evident in the numerous nominations we received from our subscribers. **GulfNet** emerged as the **Store Management Software Company of The Year in APAC 2025** after an exhaustive evaluation by an expert panel of C-level executives, industry thought leaders, and our editorial board.



# GulfNet

## SPEARHEADING THE NEW AGE OF STORE MANAGEMENT



Junichi Ishikawa,  
CEO

GulfNet is opening the gateway to smart and seamless multi-store management with its powerful suite of solutions enhanced by AI. Its cutting-edge technologies simplify the execution of time and resource-intensive tasks for managers while making employee churn and operational mishaps a thing of the past.

Today, GulfNet caters to over 1,200 retail and restaurant chains with more than 70,000 stores across Japan, helping them streamline the management and optimization of their operations with an array of software and hardware solutions and support services.

Planted on the pulse of the customer-facing industry, GulfNet creates a centralized ecosystem where human resource, inventory and sales management are synchronized. It acts as a one-stop shop, relieving retail managers of the hassle of fragmented systems and inventory mismanagement through its flagship chain store management system, GulfCSM. Integrated with AI tools, the platform is tailored to provide real-time insights, empowering businesses to channel their efforts into growth.

“Our clients trust us because we adapt to their needs,” says Aida Hiroshi, general manager. “We redefine how multi-outlet

enterprises function, from communications to strategy alignment.”

### AI-Assisted Decisions to Streamline Operations

With GulfNet as a partner, store statuses no longer require endless analysis. The system’s intuitive, real-time dashboards make every store’s daily operations clear as day. Highly customizable store summaries covering essential metrics, from profit

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COMPETENCIES

margins and sales figures to stock turnover rates and employee productivity, can be generated with a single click. The AI dashboard automatically reports issues and suggests solutions. The AI dashboard also replies to managers’ inquiries. Managers can drill down into individual store performance or zoom out for a bird’s-eye view of their entire work to ensure superior customer service across all locations.

Leveraging its AI capabilities, GulfCSM can forecast and anticipate trends, market shifts and customer behaviors. By evaluating past sales patterns, it adeptly predicts staffing requirements, inventory needs and ideal promotional timings. These abilities help the platform immediately flag anomalies like a sudden dip in sales at a specific outlet or a supply chain hiccup to enable swift, corrective action.

GulfNet has been, for long, the trusted partner for a numerous global leaders.

In an instance, Monogatari Corporation, a prominent food service company that manages numerous franchise chains, seeking a system renewal that would focus on streamlining operations at their diverse store formats, they investigated many store management systems before selecting and implementing GulfCSM. The reason for choosing GulfCSM is

that it offers comprehensive store functions. Another point of interest is that GulfCSM centrally manages all business data, such as product, inventory, stock order, and sales information, allowing headquarters to perform various analyses from the data efficiently. In addition, GulfNet’s on-site support during system launch and its ability to respond to new challenges have also been highly praised.

### Taking the Grind Out of Workforce Management

Workforce management, once a jigsaw puzzle, becomes a cinch with GulfNet’s suite of tools. The forecast shift feature within the time and attendance management module of GulfCSM automatically generates optimized shift patterns and tasks based on factors like staff skills, business requirements and employee availability. This feature is extremely beneficial for stores with numerous part-time workers who work shorter shifts. Beyond alleviating administrative burdens, it enhances employee satisfaction by accommodating preferences and encouraging fair workforce deployment.

“With our AI dashboard, managers can rest assured that their operations are adeptly tracked and reported, enabling

them to focus on their core competencies,” says Nanhe Gupta, AI chief data scientist.

Timekeeping and tracking attendance are just as seamless, thanks to biometric authentication that eliminates impersonation while keeping accurate time stamping secure. A notable example is facial recognition technologies, which facilitate a shift from manual check-ins and outdated systems to an effortless method to track attendance. Employees can clock in and out with a simple glance without tedious paperwork or card-swiping.

GulfCSM also extends its user-friendly approach with an intuitive mobile app that lets employees manage their schedules, track working hours and view important updates on the go. Through this app, employees can take charge of their schedules, request time off and swap shifts with ease, all while ensuring managers retain full staff control. This results in streamlined communication between stores built on transparency and real-time coordination.

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**OUR CLIENTS TRUST US BECAUSE WE ADAPT TO THEIR NEEDS. WE REDEFINE HOW MULTI-OUTLET ENTERPRISES FUNCTION, FROM COMMUNICATIONS TO STRATEGY ALIGNMENT**

To push past the limits of team collaborations, it offers GulfTMT—an enterprise-specific networking solution—designed to facilitate information sharing and internal communication within companies. This device-agnostic platform, with a user interface akin to that of WhatsApp, is built for organizations that want to keep their conversations job-specific. Administrators can define user-specific permissions, limiting the scope of posts and viewing capabilities to maintain confidentiality and streamline information flow. Only staff registered by the company admins can partake, ensuring every company news, project update and idea stays in-house. By integrating the platform into their operations, chain stores can foster a cohesive corporate culture through improved communication channels.

Japanese multinational fast food chain Yoshinoya’s experience with GulfNet illustrates this ability. Even after numerous initiatives to implement a suitable labor management

system, it failed to bridge the communication and shift management gaps between stores and employees.

In GulfNet, it found a partner with a proven track record in the restaurant industry of providing an interactive attendance management system. Yoshinoya now uses the company’s systems to streamline information sharing across its headquarters and stores, supporting their scale and operating with zero frustration.

### A Novel Approach to Handling Employee Benefits

GulfNet believes that the true foundation of a successful business is built by the people, which is why it introduced Doraku Points. The point-based reward system is designed to incentivize employees for their contributions in a meaningful, easy-to-claim way. This system can be best thought of as a thank-you note that carries real value. Employees who go above and beyond, adding value to the company, earn points that can be redeemed for rewards like cash or Amazon gift cards. The same feature is implemented internally to rally its troops and stay ahead of the game.

“We created Doraku Points to motivate employees, and it has been a driver of growth for our clients and us,” says Gupta.

### A Peerless Benchmark for Customer Service

Customer-centricity has always been the operative word at GulfNet. Its 24/7 customer service wing offers client support whenever they need it. Whether it’s early in the morning or late at night, customers can rest assured that help is always a call away.

From equipment configuration, repair and installation services to taking reservations and call center outsourcing, GulfNet offers a palette of concierge services. This approach has helped it build a growing book of satisfied clients who enjoy the luxury of staying agile and ahead of the curve.

Having built a strong empire across Japan, GulfNet is set to expand its footprint in the ASEAN region. Singapore and Thailand are already reaping the benefits of improved business efficiency and effortless workflow through its solutions and services. Soon, Vietnam will also be able to take advantage of its solutions. Established offices in these regions help the company assist its Japanese clients with essential tools and expertise to successfully broaden their operations across borders.

By consistently spearheading innovations in the store management space, GulfNet has become a vehicle for empowering multi-store businesses to branch out to more customers. Through ease of use and impressive features, the company’s software and hardware solutions prompt success-hungry enterprises into strategic transformation. **Re**



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