ANATOMY OF A CONNECTED STORE

IN-STORE PICKUP

Front-of-Store Inventory Holding Area

Convenience is king for busy consumers seeking speed and flexibility.

★ Outfit employees with mobile devices for no-line checkout and instant inventory scanning.

★ Upgrade to mobile POS or frictionless checkout to reduce wait times. Leverage computer vision to identify and staff during peak traffic times.
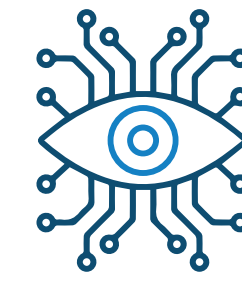
Point of Sale

Long lines and painful checkout experiences can lose customers.

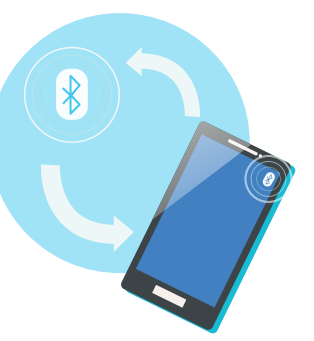★ Use computer vision to reduce sweethearting, missed scans.

Self-checkout

Self-checkout presents new loss challenges.

Entrances/Exits

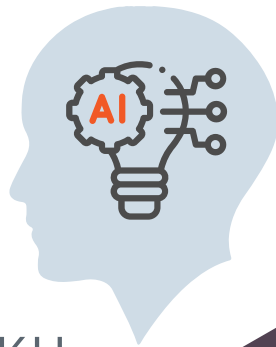Fail to deliver convenience, speed and relevance, and shoppers will walk out your door.

★ Use computer vision to track the customer journey and improve in-store experience with optimized layout and product offerings.

STORE FLOOR

High-Value Product

Rates of shrink and theft increase with high value specialty products and electronics.

★ Enhance asset protection with smart merchandise displays and computer vision to detect suspicious behavior.

Interactive Kiosks

Customers expect an experience - not just inventory from retailers today.

★ Deliver a relevant, personalized experience to each and every customer using interactive technologies.

Store Layout/Traffic Patterns

Take action to understand customer behaviors and flag key conditions that require a response.

★ Leverage computer vision technology for instant, actionable insight and complete visibility on everything from merchandising effectiveness to loss prevention.

Shelves

Low inventory on the shelves can result in lost sales, frustrated customers.

★ Deploy robotics and computer vision for accurate inventory management that increases efficiency and throughput.
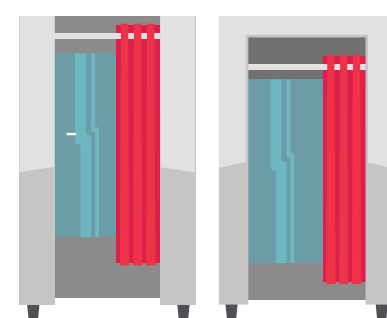
OTHER AREAS

Inventory Management

Streamline inventory management, reduce SKUs to increase throughput and maximize offerings.
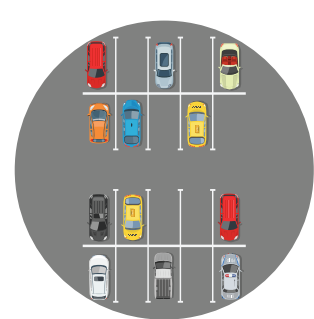
★ Deploy AI to streamline merchandising and supply chain functions including forecasting, replenishment.

Dressing Rooms

Maximize site of critical shopper evaluations and purchase decisions.

★ Increase conversion rates with smart dressing room technology that lets customers compare outfits and suggests accessories.

Parking Lots

The customer experience begins before entering the store. Protect customers on your property.

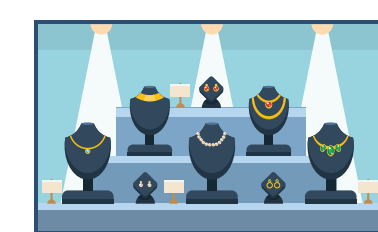★ Leverage computer vision to flag unwanted behaviors and enable license plate rocognition.

Curbside Pickup

Enhance the customer experience by offering 24x7 access for click-and-collect shoppers.

★ Install robotic package kiosks and use license plate recognition software to notify when customer has arrived at the store and lower wait times.

RETAIL STORE

★ Leverage technology to deliver the optimal retail customer experience. Telaid can help you get started. www.telaid.com

TELAID

Telaid works with some of the largest, most respected brands worldwide to accelerate their technology adoption for better business outcomes. Our track record speaks for itself.

RAPIDLY EXPANDING QSR

Support **2,000+** LOCATIONS NATIONWIDE

SLA delivers **72** HOUR response on system failures

Telaid client since 2019

WORK PERFORMED

- Warehouse, stage, configure and ship critical devices to support 800-1,000 site projects on a consistent basis.
- Serve as end-to-end technology partner, working with virtually all critical technologies in 2,000+ locations nationwide.
- Address any system failures to get locations back online within 72 hours, regardless of the issue.

LEADING BIG BOX RETAILER

51 distribution facilities in **23** STATES

Telaid client since 2010

OPERATES MORE THAN **1,900** stores across U.S.

WORK PERFORMED

- Offered complete low voltage design and engineering services
- Modeled infrastructure plan in Revit to identify challenges prior to on-site installation
- Identified repair hindrance and selected camera housings that will save time and money during field repairs by offering easy camera access

GROCERY LEADER, KROGER

Telaid client since 2008

2,700+ STORES

Handled deployment of **750,000** IoT DEVICES

WORK PERFORMED

- Deployed innovative 750,000-device Internet of Things temperature monitoring system.
- Upgraded wireless infrastructure with approximately 17 access points per store required to support the system.
- Handled nationwide rollout, which achieved an ROI of millions of dollars in fewer than 12 months.

LEADING HOME AND GARDEN RETAILER

15 regional distribution centers serving more than **1,700** STORES

NEWEST FACILITY more than **1 million ft²**

Telaid client since 2012

WORK PERFORMED

- Installed and tested hundreds of devices including speakers, access points, printers, workstations, telephone
- Provided complete MDF/IDF build-outs
- Provided terminations and testing certifications of all Cat6 and fiber optic cabling

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WHY TELAID ✔

OVER 40 YEARS BEST PRACTICES
Expertise with an IT focused Approach

HYBRID SERVICE DELIVERY ORGANIZATION W-2 and Proven Partner Field Resources balancing *quality* and *cost.*

1600+ STRATEGIC PARTNERS in our technician network

5 Office locations across the U.S.

OVER 3000 Technicians across our expanded network

ACCREDITED PMP & BICSI Certifications

OUR CLIENTS:

14 OUT OF THE TOP **50** retailers along with leaders in Logistics, Financial Services and Healthcare.

7 companies earning **$50 billion dollars or more** depend on us for their IT integrations.

INDUSTRIES SERVED:

RETAIL & ENTERTAINMENT GROCERY QUICK SERVICE RESTAURANTS LOGISTICS FINANCE HEALTHCARE

TECHNOLOGY & IT FOCUS:

24x7 PMO (PROJECT MANAGEMENT OFFICE) and **Contact Center**

250,000 SQ. ft. (OF RACKABLE SPACE) IoT Staging Facility in Norcross | GA Specializations that span physical, network and application layers.

Approximately **380,000** technology devices processed & shipped through our **Technology Solution Center (TSC)** each year.

95% on time delivery of projects.

OUR OPERATIONS:

98% Service Level Agreement (SLA) Attainment

95% 1st Visit Resolution

TELAID®