

# Retail

## Video Conferencing Managed Services in retail

Retail professionals rely on relationships with their customers and ability to provide a high standard of customer service and care. Whether you work for a retail chain or a department store, video can create cost effective ways to communicate, collaborate and serve customers at the highest standard.

Traditionally, high purchase costs for infrastructure, the need to find, hire and retain specialist skills to support and manage video conferencing, along with the scepticisms over reliability, security and benefits of using video, has discouraged wide scale adoption; but not anymore. Our video conferencing managed services take care of all of that for you, with just one simple, fixed and low-cost monthly subscription fee, delivering a reliable, secure, supported and high quality video experience.

Minimise the need for local and international travel, saving time, money and your carbon footprint.

Enjoy high definition and security.

Increase collaboration, interactivity and discussion.

Enjoy around the clock, global support - real people, speaking your language.

### Connecting stores

Stores not only need to make sure their inventory is organised on the floor, but keeping track of what deliveries have arrived or are yet to arrive is extremely important. There needs to be constant contact between the stores and the suppliers, the warehouse, buyers and of course, the sales team.

Through video, conference calls between departments can now happen face to face, instantly, wherever they are. Management can work with their buyers to make sure they approve of purchases on site. Inventory can be shared over video from the warehouse to the store, shortening that all important time-to-market.

Increasing employee interaction, productivity and improving store operations clearly leads to a dynamic organisation geared toward customer satisfaction. We help you collaborate within and between your retail locations, whether for inventory checks, remote support, remote and dispersed team meetings.

Company HQs operations can also get faster access to and understanding of sales reports and other employee information. Everyone can be on-message by holding company-wide meetings to explain incentives or goals that can be discussed and understood.



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UCi2i offer a two week free trial.

Get in touch today.

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For customer driven relationships. Wherever you are. UCi2i



### Retail chains

Retail chains take careful measures to ensure their inventories are in line with other stores across the country or even around the world. These collaborative meetings are made more frequent and efficient with the use of video, whilst decreasing the amount of time and money spent on travel to different store locations.

### Customer service and satisfaction

The key to customer retention is customer satisfaction. By providing a higher level of face to face customer service, anywhere in the world, a store will find it easier to attract loyal customers.

Through video, stores can set up customer service areas within each store with a product specialist available via video to help with any questions. This saves companies money on hiring extra customer service employees and fewer people can reach a broader audience. Services can include price look ups, multi-lingual support, FAQs, product details and inventory control.

Virtual experts, coming in remotely into a video kiosk in-store is a reasonably new phenomenon, but it makes the experts available to those customers needing the best guidance on what to buy there and then; product information, design consulting or other personalised services.

### Training and professional development

Video conferencing, and the ability to share content and record video calls gives a whole new dimension to employee training and professional development. Trainee's will benefit from learning from real life situations and be able to revisit video training content whenever and wherever they need to.

### Get creative

Accelerating away from the pack and enticing customers through the door is an everyday priority. Using video conferencing and applying it to business processes and customer engagement can give you a huge advantage. Combined with UCi2i's managed service, retailers can create realistic in-person meeting experiences. Retailing is all about the personal interaction, things that can't be replicated with online shopping or two-dimensional catalogues.



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