Retail Solutions and Services

"Customer experience improvements are complex undertakings. There is no silver bullet that will, by itself, improve the overall experience. But the combination of projects, if implemented well, can cumulatively contribute to the improvement of an organization's customer experience."

*Nick Inglebrecht, **Gartner Research Director***

With 95% of dissatisfied customers telling their peers about a poor experience, according to Dimensional Research, retail IT leaders are facing pressure like never before to deliver the ultimate client experience. Not only are they tasked with making sure they're investing in next-gen technologies but, on the backend, they're grappling with everything from how to safeguard their data to how to create a single, unified commerce platform to how to implement and manage technology.

YOUR CHALLENGES

- Relying too heavily on the brick-and-mortar experience and uncertainty about how to build a mobile-first retail strategy
- Outdated telephony, collaboration and network infrastructure
- Inability to leverage the benefits afforded by IoT to support mobile payments, document inventory, track theft and provide shopper intelligence
- Confusion about the latest compliance standards like PCI and EMV
- Effectively harnessing the analytics of customers to impact and influence the customer experience

THE CAROUSEL OFFERING

Whether you're looking to properly secure your store's Wi-Fi or improve your call center tracking and monitoring capabilities, we provide services and solutions across the entire IT lifecycle designed to augment your customers' experience
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Carousel helps clients lower cost, simplify design and build more manageable systems that facilitate the efficient delivery of inexpensive products to market. Our retail solutions and services can also be supported through our managed services offering.

KEY BENEFITS

- Upgraded, secure infrastructure designed to bring enhanced quality and speed to the customer experience
- Ability to leverage the latest in visual communications and collaboration to bring added dimension to the client experience
- Capability to enjoy a 360-degree view of your customer by leveraging a sea of data, from when consumers typically make purchases to the devices customers use—be it mobile, desktop, etc.
- Deliver improved buying experiences for your customers, thereby increasing your share of the market

FEATURED PRACTICE AREAS

Unified Communications & Collaboration   **Networking**   **Security**   **Managed Services**   **Cloud**

BY THE NUMBERS

35+
No. of Partners
We Represent

1,300
IT Professionals
On Staff

27
Office Locations
Nationwide

LEARN MORE

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carouselindustries.com/industries/retail/