



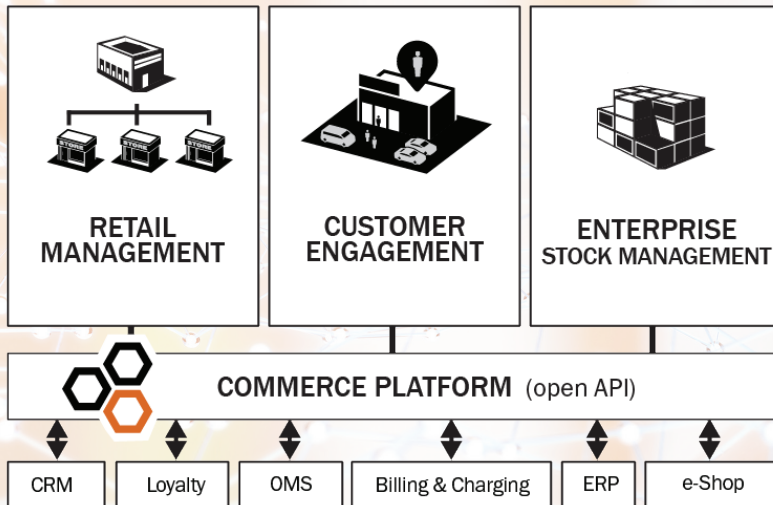
# The telco commerce solution

*CONNECTIVE  
BY DESIGN*



# Futurize commerce

NTS Retail's commerce solution offers a smart way to share business functionalities and data across any channel, system or device. On top of our open API-based platform, we offer market-ready front-end applications, designed to streamline retail operations and boost customer engagement.



## The base layer for your retail vision

Our open API-based platform builds the foundation for a connected service experience across every point of interaction within your retail network. Drawing upon a unified pool of data and a rich set of business functionalities, it seamlessly connects your retail front ends with your BSS environment.

- **Maximum flexibility** to react to emerging business requirements
- **Simple scalability** to grow your business smoothly
- **Open API design** to implement end-to-end-retail processes
- **Extensive configuration options** for an excellent time-to-market
- **Featured multi-tenancy** to operate multiple brands on a single platform
- **Modular deployments and customizations** to interact more autonomously

# Amplify your retail performance

NTS Retail has been specifically designed to streamline telecom customer engagement processes and guide your clients through a seamless journey — with a significant impact on service experience, process performance and sales efficiency.



# Welcome & Queuing

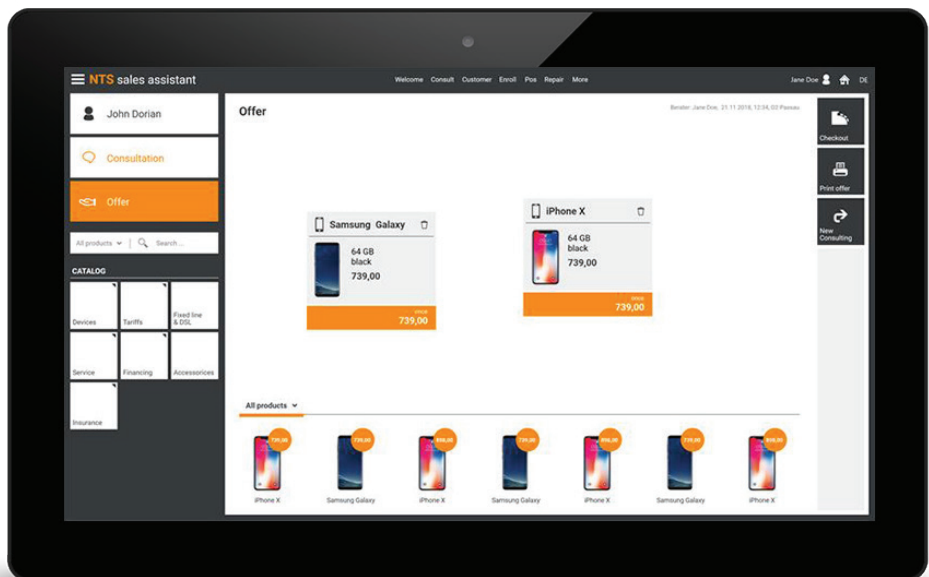
## *A WARM AND PERSONAL WELCOME*

Avoid long lines and let your customers make use of their valuable time. Guide them from the very moment they set foot in the store and determine the best possible action based on their individual needs.

# Assisted/Guided Selling

## *TOP-NOTCH CONSULTING*

Empower your sales reps to perfectly consult your customers based on a 360° customer view. Drive sales by presenting products, services and cross-selling options in a smart and truly intuitive way.



# Digital Signage

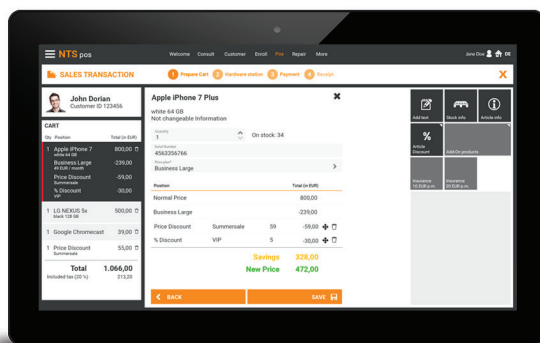
## *YOUR VIRTUAL SHOWROOM*

Overcome the limitations of a traditional store design and bring your products closer to your customers. Promote your entire product catalog and advertise promotions proactively. Drive sales while, at the same time, reducing storage costs.

# POS/Mobile POS

## *MORE THAN JUST A POS SOLUTION*

Handle typical in-store processes in the telco sector smoothly and run daily business operations efficiently. Fully engage with your customers and finalize transactions anywhere in the store — without any interruption or change of medium.



# Stock Management

## *OMNI-CHANNEL FULFILLMENT*

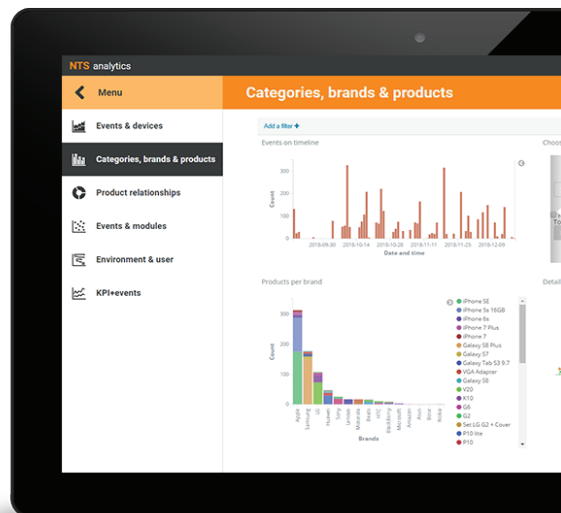
Obtain full visibility of stock levels and streamline goods fulfillment across your entire omni-channel environment. Reduce operational costs with a solution, covering 100% of telco-specific stock management and fulfillment processes.



# Retail Analytics

## *GAIN INVALUABLE CUSTOMER INSIGHTS*

Obtain real-time store performance metrics for precise management decisions. Combine online data with insights from in-store analytics and create a personalized service experience based on holistic customer profiles.



# After-Sales Services

## *REVERSE LOGISTICS & REPAIR MANAGEMENT*

Smoothly run returns and after-sales repair processes. Provide maximum convenience and transparency to your customers by perfectly connecting all steps along the way on the customer journey.

# Enrollment

## *SPEED UP YOUR ORDER ENTRY*

Simply capture and validate customer profiles and easily link them to matching plans, devices or additional services. Accelerate the enrollment process and prevent user errors by using automated workflows.

# Self-Service/ Checkout

## *SAVE YOUR CUSTOMERS' VALUABLE TIME*

Enable your customers to conveniently buy accessories, top-up their prepaid credit or settle an invoice in self-service mode.

At the same time, your sales staff will be able to dedicate more time to customers seeking detailed advice.



# eShop

## *EASILY BUILD YOUR B2C COMMERCE SITE*

Drive sales and increase customer satisfaction by using campaign-specific landing pages with targeted content and an integrated offer engine. Provide extensive refund and RMA handling to enable after-sales processes.

# NTS Retail

NTS Retail creates agile commerce software for telecom operators. We help our clients reinvent their retail environment in order to:

- enable true customer-centricity
- boost sales performance
- minimize operational costs

Leading telco brands worldwide rely on NTS Retail to optimize customer engagement, retail management and stock management. They value our expertise, which was refined over more than 20 years with a track record of 350+ successful retail transformation projects.

