RETAIL SOLUTIONS

In order to stay ahead in today's competitive retail climate, retailers are leveraging data and technology to evolve their offerings, adding value and developing curated experiences that entice customers and build loyalty.

How can your retail business unlock key customer insights, react to changing market conditions and continually innovate to exceed customer expectations across every touchpoint, all whilst carefully managing your bottom line? And how can you combat evolving cybersecurity threats that have the potential to bring down retail platforms, damage brand reputation and result in crippling fines under GDPR?

> "Using the Six Degrees infrastructure allows our businesses to stay connected with no fear of overloading the systems or unwelcome downtime."
> — Nathan Bishop, Group IT Services Director, Grafton Group

Exceed customer demands 24x7

Meet the expectations of today's always-on society. Our resilient and secure hosting platforms deliver the stable foundations you need to deliver brilliant customer experiences and enable seamless transactions 24x7, especially during peak shopping periods.

- **Highly available and resilient** public, private and hybrid cloud hosting with 99.99% uptime guarantees, ensuring you are always open for business.
- **Instant burstability** allows you to scale up to meet peaks in demand and only pay for what you use, controlling costs during quieter periods.
- **Security best practices** built-in at every level, mitigating the risk of DDoS and other attacks that could lead to downtime and revenue losses from both immediate transactions and subsequent customer leakage.

Deliver seamless omni-channel experiences

Enable your e-commerce and customer service teams to deliver the same exceptional experiences to customers no matter how they engage – whether online, in-store, on their mobile or via your customer service centres – by equipping them with market-leading cloud-based unified communication, collaboration and mobile solutions.

- **Optimised cloud** as a platform for innovation, enabling you to curate new and engaging offers and experiences that keep customers coming back.
- **Leverage cloud and mobile technology** to deliver real-time customer insights that empower customer service staff instore, arming them with the information they need to deliver a seamless experience across every touchpoint.
- **Market-leading contact centre solutions** and omni-channel collaboration tools, enabling efficient and effective customer knowledge management and service delivery.

Beyond Cloud   **6dg.co.uk/retail**

Increase conversions and reduce risk

Collect, store and manage personal and transactional data securely to meet regulations, mitigate against security breaches, and protect brand reputation. Plus leverage the power of public cloud platforms to enable you analyse customer insights in real time enabling you to deliver personalised, curated experiences that drive sales.

- **Ultra-secure storage** in managed cloud and Tier III+ data centre colocation facilities, keeping your customers' personal and transactional data safe from breach.
- **Cloud, voice and data services** with GDPR and PCI compliance built-in, delivering ultimate peace of mind.
- **Cybersecurity managed services and tools**, developed and managed through decades of experience, protecting you and your customers from evolving cybersecurity threats and preventing damage to brand reputation.

Achieve supply chain agility

Maintain and optimise ERP performance through cloud-based platforms, and communicate efficiently with your supply chain, to deliver the right stock to the right location at the right time.

- **Mission-critical ERP system** hosting with 99.99% uptime guarantees backed by SLA credits, ensuring that purchasing and logistics teams have accurate data on stock levels across all locations.
- **Effective unified communications and collaboration tools**, enabling your purchasing teams to liaise with suppliers efficiently and react quickly to market trends and customer demand.
- **Optimised cloud services**, delivering improved analytics that allow you to predict trends and develop more intelligent operations.

Manage the bottom line

Keep control of bottom line expenditure to ensure you maximise profit margins across every facet of your retail operation – essential drivers in today's competitive retail climate.

- **Cutting-edge SD-WAN services** that minimise the time needed to close stores and open stores in new locations, ensuring you can quickly optimise costs and maximise the impact of new investments.
- **Market-leading communication, collaboration and contact centre solutions** establish the right balance between human interaction and automation, allowing you to maximise staff productivity whilst improving customer service.
- **Strategic assessment** of your IT estate, offering recommendations that enable you to optimise usage with flexibility to match demand. This allows you to release capital to reinvest in reaching more customers and growing your business.

Clients:

The co-operative · CREW CLOTHING Co. · Grafton Group plc · HUNTER · itsu eat beautiful · Joules · Majestic

Partners and Accreditations:

Gold Microsoft Partner · AVAYA The Power of We · citrix Partner Premier Service Provider · 8x8 · 24 27001 · PCI Security Standards Council QUALIFIED SECURITY ASSESSOR · CYBER ESSENTIALS CERTIFIED PLUS · CREST

Six Degrees has worked as a strategic technology partner to retailers for over 15 years. Our solutions deliver business agility, resource efficiencies and cost savings, allowing you to focus on adding value and curating experiences that keep customers coming back. We work as your collaborative technology partner, supporting your 24x7 omni-channel operations through managed technology services that enable you to retain your competitive edge in an ever-changing market.

Speak to our experts today on 0800 012 8060 or sales@6dg.co.uk or visit 6dg.co.uk/retail