RETAIL SECTOR CV
The Customer Connection in Retail

MODALITY SYSTEMS HELPS YOU TO MEET CUSTOMER DEMANDS

The retail industry has always been a competitive space, forcing businesses to provide bigger and better shopping experiences to attract and retain customers. Whether your store is based online, in the high street, or a mixture of both, the pressures to deliver an excellent customer experience, while simultaneously reducing costs, are heightened in an era where customer expectations around innovation, speed and personalisation have reached new heights.

By embracing a cloud-first strategy and choosing Microsoft 365, you're already seeing the benefit of operational cost reduction and more flexible working. What if your existing investment could be working a lot harder? Imagine wider usage of video calls reducing the time between new product design and production line, or collaboration technology allowing your teams to innovate the customer experience of the future.

Modality Systems can help retailers maximise their investment in Microsoft technologies to ensure you can meet customer demands in an agile and optimised way.

HOW IS MODALITY SYSTEMS SUPPORTING THE RETAIL SECTOR?

Delivering software and solutions that enable technology to be successfully deployed, adopted and governed is critical. In collaboration with Microsoft, Modality addresses these challenges:

Microsoft Teams
A secure collaborative workspace that acts as an integration window for many other tools, products, and services within Office 365.

OneMeeting
A video meeting system that enables the integration of existing infrastructure with Skype and Teams.

Microsoft Azure
An evergreen set of cloud services to help your organisation meet your business challenges. Azure offers you the freedom to build, manage and deploy your applications at scale, even across a global network, using the right tools for business.

OneConsultation
Immediate, private and high-quality video consultations using Microsoft technology.

Teamwork Analytics
Advanced PowerBI reporting and automation of Microsoft Teams for optimal deployment, adoption and collaboration across retail workforces.

CreateTeam
A simple Microsoft Teams App that regulates how a team and its credentials can be created to ensure governance, compliance, and drive adoption.

THESE SOLUTIONS CAN:

Empower employees - Breaking through silos and connecting your people for effective collaboration is crucial to Retail. Solutions such as Microsoft Teams bring together digital, in-store and back-office staff to collaborate efficiently on one single platform, allowing the business to deliver a unified shopping experience to satisfy customers.

Drive ROI and modernisation - Technology must empower you to manage the changing digital demands of the modern era, creating more efficient and immediate access to online services and omni-channel communications. Modality's software and services move retailers away from legacy systems, promoting a cloud-first strategy. This delivers a positive ROI from reduced costs, greater flexibility and scalability of online services to cope with customer demands.

Enable accessibility - With disparate workforces across Retail sites, secure and efficient communication depends on real-time access to information and the ability to collaborate anywhere, at any time. Solutions such as Teams, OneMeeting and OneConsultation enable this by creating an experience that allows multiple and integrated communications channels for ease of contact, whether office-based or in-store and for the benefit of staff, partners, suppliers and customers.

Encourage innovation - Empowering customers and employees with the confidence to use technology to collaborate is critical. Modality's software and services are backed by consultancy that supports you from initial consultation, through to user adoption, and post-deployment support. For example, Teamwork Analytics aids the successful user adoption of Microsoft Teams, providing data-driven, actionable insights and reporting on the implementation and measurement of collaboration initiatives without the need for costly analyst time.

Drive compliance - Solutions such as Teamwork Analytics enable the automated monitoring of cross-company communications, reducing the risk of data breaches and GDPR issues. In addition, CreateTeam can centralise the management of all Microsoft Teams activity, allowing the removal of unused teams to prevent the unnecessary 'sprawl' of data. Underpinning everything we do at Modality is our Secure by Design approach, with years of experience in industry-specific security requirements, you can have absolute trust that our solutions and services focus on the confidentiality, integrity and availability of your data.

WHY MODALITY SYSTEMS FOR RETAIL SECTOR TRANSFORMATION?

Supporting your business your team and you

Wherever you are on your journey to digital transformation, Modality can help you to take advantage of the full business value and transformational impact of Microsoft's communications and collaborations suite.

Understanding and appreciating common pain points such as security and budgets, Modality's team of UC consultants will work closely with you to deliver software and services that put adoption, security and governance at the forefront of your strategy.

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com