

Simac Retail

Your ICT partner for retail automation



simac



Simac. Personal for everyone

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Do you regard technology as an opportunity or a challenge? One thing is certain: ICT has become essential to every retail chain. Whether in physical or online stores, the internet and digitalization offer countless new possibilities to interact with the customer. Your customer on the other hand, also can and wants to choose the way he or she goes shopping. The result is a complex playing field where you will be faced with continuous choices. Where decisions must be made about whether or not to invest and in which form of ICT. At the same time, you must be able to blindly trust your ICT environment.

Simac Retail offers specialized ICT services tailored to the requirements and wishes of the retail industry, from head office to store, from logistics to e-commerce.

Full-service ICT integrator

Within Simac's broad portfolio of ICT services we already made a conscious choice to specialize in retail years ago. This choice lead to a large number of retail customers who we support with ICT services specifically tailored to retail.



SHOP RELEASE MANAGEMENT

- International retail expert desk for direct support to stores, both by telephone and remote support.
- Simac Remote Management Suite for management of retail infrastructure, POS systems and the remote rollout of software.
- On-site support within Europe.
- Direct partnerships with suppliers of POS systems.
- Shop IT release management. Following a standardized procedure, we will implement the full technical environment of a shop in a clear and efficient way. This includes installation, maintenance and management at for example a new store and/or a reconstruction of existing stores.

RETAILNET

- Simac RetailNET offers basic store automation: data, images and sound in one infrastructure. Because of the low costs and central functions from one location, RetailNET offers a financially very interesting network concept.
- Officially certified for all means of electronic payment.
- Mobile solutions via UMTS, 3G or 4G for full store functionality. Designed for calamities, pop-up stores or for new stores which do not have a fixed connection yet.
- PIN escalation service to guarantee the use of payment services.
- Wireless solutions for data and voice. Designed for your organization and for your customers via a guestnet or hotspot.
- Security of the network and your business and customer data.



OUTSOURCING

- Management of your ICT infrastructure. Through years of experience with retail customers, we know the focus of ICT management within your company.
- Taking over the management role for the service desk and the incident and change management activities.
- Adjusting management pursuant to international recognized ITIL best practices.
- Support for use and call routing, remote or at your location.
- Technical application management. For SAP environments also functional application management.
- You can also contact us for mobile device management based on BYOD/CYOD, monitoring and proactive management and hosting of applications, data and website.



SECURITY

- A proper information security policy ensures availability, integrity and confidentiality of systems and information and business continuity and it ensures that you meet the environmental laws and regulations.
- Our Security Operation Center (SOC) offers answers to security issues with regards to ransomware, cryptolocker, hacking or targeted attacks.
- The Simac SOC offers support when setting up and evaluating a security policy, carrying out gap analysis, security assessments, evaluations and implementing improvements based on proof of concepts.

CLOUD COMPUTING

- Working from the cloud means that your employees can get access to business applications and data at anytime and anywhere.
- The main advantages for your company: pay for use, flexibility in number of working places, server and storage capacity. All against lower administrative costs.
- Together with you, we will look at the ICT implementation from a business perspective and give clear advice on the targeted use of the cloud environment.
- We are specialized in hybrid environments where applications are transferred into the cloud environment.
- Our self-service portal offers services for system & storage, network connectivity, security, etc.
- Our own Simac Cloud is located in Dutch data centers.



MOBILITY

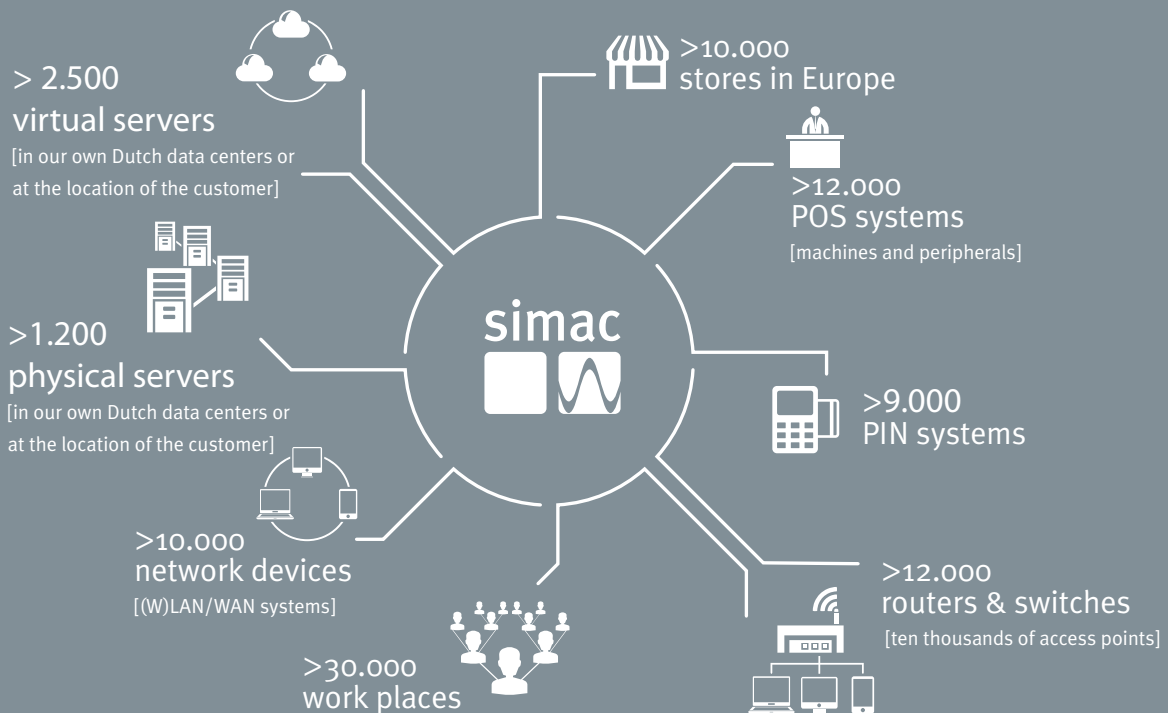
- 24 hours availability, to be able to read/answer e-mail everywhere and anytime or to be able to access data on the network.
- Easier (central) implementation of promotions because of connections between cash register, mobile devices and electronic labels.
- Real connections between online stores, physical stores and distribution centers for orders and returns are possible. A much better insight into stock numbers and location.
- Cost-effective inventory with faster availability of information.
- It is much easier to share product information with the customer. And maybe even more important; information is instantly available.
- Customer tracking or check-in and check-out are possible.

EVERYTHING CONNECTED

The changes and developments in the retail industry are fundamental. There is a distinct growth of online stores. At the same time the physical store requires and gets a lot of attention from the retailer. Here too, things change rapidly. The physical stores are transformed into environments focused on customer experience. Experience that cannot be perceived or imitated at home. Add a strong growth of services such as a delivery and returns service, both important in online and offline sales. Ultimately, the result is an environment connecting everything and everyone: 'Everything Connected'. The consultants of Simac are able to tell you more about these developments and about how we can help you anticipate them.

Simac Retail in numbers

We manage more than 10,000 stores in Europe with more than 12,000 POS systems (machines and peripherals), more than 9,000 PIN systems, 12,000 routers and switches and ten thousands of access points. Furthermore, we manage more than 30,000 work places, 10,000 network devices in (W)LAN/WAN systems, 1,200 physical and 2,500 virtual servers in our own Dutch data centers or at the location of the customer.



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Retailers enter into a rapidly changing environment. Traditional sales channels make way for new concepts. In the meantime, the battle for the margin continues. ICT plays an important role in this turbulent environment.

For more than fifteen years Simac Retail supports retailers with high-end ICT services. We distinguish ourselves by our passion and knowledge. We are the experts in our field. We also think that knowledge about our customers is crucially important. We want to know where your opportunities lie and what your worries are, to be able to respond to them. We deal with people in a personal, pleasant and professional way, explore your business and will proactively come with suggestions for the improvement of that business. We always strive for a long-term partnership which is profitable for both parties. Ultimately, we want to turn every customer into a Simac ambassador!



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