Connecting with Your Customers

Every interaction between your sales associates and customers is an opportunity to build loyalty. The customer's experience, and how your associates are empowered to assist and educate, tie directly to your future business. Equipping retail staff with the latest Android mobile computers and a modern mobile app experience? That's an empowering image of innovation. Workflows with tap-and-swipe navigation are easy to learn, and familiar to both your associates and customers.

Everything from product information, to stock, and more is available to answer customers' questions immediately. With rapid access to knowledge, your staff delivers a more personalized shopping experience that dives deeper on information sharing, while offering a faster shopping experience for your customers. Altogether, your business gains the opportunity to increase both cart value and customer satisfaction.

System and Product Visibility

Mobile apps that simplify access to product information are a top priority. Apps that can intuitively speed the lookup of product inventory and details go a long way toward raising customer satisfaction and accelerating the sales transaction.

As you look elevate your store associate and shopper experience, the Ivanti Velocity platform delivers an elegant, intuitive mobile interface for connecting associates to your existing retail enterprise systems, making it easy to view system information such as stock, prices, etc. And, when you add voice with Velocity Voice, your associates gain a full-featured solution for stock counts and picking – increasing both store-floor and stockroom efficiency while helping you control labor costs.

Brand-Forward Presentation

It's no secret that everything in your retail environment influences how your brand is viewed by shoppers. Putting a modern, innovative image forward is key to bonding with a new generation of customers – and the mobile tech you employ on the store floor is a great, visible example. The clean design and bright, beautiful touchscreens on Android mobile devices offer an eye-catching, yet productive presentation to your shoppers.

Line-of-business Android mobile computers make your retail associates stand out against a sea of smartphone-toting shoppers. And when approached with a question, associates can share a view of the screen with pride. In turn, customers can appreciate

the exact information visible to answer their questions. Velocity places that elegant, modern look on your retail system apps. You can insert your branding and color scheme directly into the app, leaving a lasting impression of modern retail.

Right Device for Right Associates

Equip workers with the optimal mobile computing shape for the task at hand. For inventory staff, a traditional barcode-scanner form factor is typically appropriate. It lends itself to speed and user comfort when scanning numerous barcodes during a shift. However, retailers have long desired a more customer-relatable device type for store tasks that engage with customers.

The opportunity to use Velocity to modernize retail systems for a touchscreen experience creates a much larger set of mobile computing options to choose from. Matching the right device type with the types of tasks each retail associate performs is now easier than ever.

Remove antiquated paper

Clipboards and paper documentation suggest an outdated style. Today, it's easier than ever to collect all the point-of-engagement information digitally, and automatically route it for assignment and action with Velocity Forms. As part of your digital transformation, routine forms – including delivery instructions, product registration and installation acceptance documentation are easily completed and transmitted to designated recipients. Forms can also be used to report damaged goods at the loading dock or document on-site safety/security incidents.

Management and Insights

Managing a mix of devices – both rugged and consumer-grade that run multiple operating systems – isn't uncommon in retail. Ivanti Neurons for MDM is designed and proven to exceed the demands of retail operations. Powerful control of device-specific functionalities helps you ensure security, while empowering your store operations team to perform OS and app updates on a schedule you control.

You desire peace of mind – knowing each day that your mobile deployments are ready when customers enter your doors. Administrator dashboards deliver at-a-glance information to verify readiness for business today and tomorrow, and to take action when necessary.

Technology without Disruption

You can't afford to disturb the customer's experience when you're introducing new mobile technology. We develop our mobile productivity solutions for easy implementation, taking care to minimize the risk of operational or system disruptions. As you elevate your retail experience, Ivanti is at your side with global implementation experts, support, and more. Let us help you deliver an upscale experience that keeps your workers effective and well connected with your customers.

Get a demo

https://www.ivanti.com/lp/supply-chain/demos/velocity

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For more information, or to contact Ivanti, please visit ivanti.com.