

The GLORY logo is a white wordmark inside a blue square. The background of the entire slide is a vibrant digital collage with red and blue bokeh lights, a glowing grid pattern, and a central icon of a shopping cart inside a cloud.

GLORY



SHOPINFINITY™

Enhance your business's efficiency
with an ecosystem of solutions that helps
to deliver a better customer experience.



Today's consumers **expect choice and convenience**

In today's competitive retail, transport and hospitality industries, consumers demand more than just their transaction or service requirements to be met. They seek convenience, accessibility and an outstanding customer experience. Consumers' new shopping and consumption habits have given rise to businesses needing to adapt their service models and seek new ways to deliver their services.

Today's consumers do many of their routine transactions online, but when they come into your premises, that's when you have your best chance to establish a relationship, nurture it, build loyalty and grow the value of your customer base. The experience your customers have will have a lasting impact on loyalty and repeat custom.

Therefore, it's imperative that the experience is seamless, and service driven. Consumers expect choice and convenience when shopping, paying for their goods or booking and receiving services. So, your processes, systems and staff need to work in harmony to manage customer expectations, in order to deliver an exceptional experience – while providing a choice to customers on what they buy, how they buy it and how they pay for it.

The challenges for serving today's consumer

The retail, hospitality and travel landscape continues to evolve at pace, shaped by rapid technological change, rising consumer expectations, and increased pressure for efficiency gains. From artificial intelligence adoption and automation, to workforce gaps, many businesses are navigating a growing list of operational and strategic challenges.



Labour shortages leading to depleted workforce and staff that are stretched thin

Many businesses, across all sectors, face the challenge of maintaining – or even improving – their services despite issues with hiring and maintaining staff. These labour shortages are particularly noticeable in customer-facing roles. These positions are often less attractive because they are poorly paid and/or involve working irregular hours or weekends. When such roles cannot be filled, the quality of customer service inevitably suffers.



Inefficiency impacting profitability

With staff already stretched thin, inefficiencies in other areas of the business can eat-away at a business's profitability – every wasted minute, misplaced product, or poorly designed process adds up to real financial loss. When staff spend too much time on administration, correcting errors, or performing tasks that could be automated, labour costs rise without increasing output. Even small operational gaps compound over time, shrinking margins and limiting your ability to reinvest in growth.





Keeping up with the pace of technological change

As demand for convenience, speed, and choice continues to rise, consumers now expect a seamless experience at every stage of their journey. Digital transformation has accelerated across nearly every industry, pushing businesses to expand their digital services and meet customers wherever they choose to engage – whether online or onsite. For sectors like retail, hospitality, and travel, keeping pace is no longer optional; it's essential for staying competitive in an increasingly dynamic market.



Shifting consumer behaviour

Consumers are taking control of their own shopping journeys, expecting autonomy, convenience, and the freedom to shop as they want. This mindset spans channels, from self-service kiosks and mobile apps to frictionless in-store experiences. As a result, businesses must adapt to a world where consumers demand seamless, always-available options that fit effortlessly into their lives.

What have businesses implemented to meet these challenges?

Many businesses have rapidly adopted new technologies – such as self-service kiosks, self-checkouts, vending machines – to keep pace with rising customer expectations for speed, autonomy, and convenience. These solutions help streamline the shopping journey and give consumers more control over how they interact. Yet, despite this progress, many now face a new layer of complexity; each solution often operates on its own platform, with its own processes and its own user interface. Instead of a unified ecosystem, businesses are left managing a multitude of disconnected systems that can create operational inefficiencies and an inconsistent customer experience.



A smart cloud-based platform for all retail touchpoints

Glory's SHOPINFINITY solution is a smart, cloud-based platform, designed to power the next generation of retail operations. By seamlessly connecting IoT enabled kiosks, self-service devices, and other in-store technologies, it provides retailers a single, centralised system to manage their entire digital estate.

This unified approach eliminates the complexity of juggling multiple platforms and interfaces, ensures consistent branding, smoother workflows, and easier updates across every touchpoint. For customers, it delivers a cohesive and intuitive experience – whether they're browsing, ordering, or paying – creating a frictionless journey that feels the same on every device. For retailers, it means greater efficiency, improved visibility, and the agility to adapt as consumer expectations continue to evolve.

What makes SHOPINFINITY unique is its ability to deliver an innovative and intelligent shopping experience that benefits both customers and your business. It provides a seamless and time-saving ordering journey, allowing customers to browse and purchase a wide range of products with just a few taps on a screen or directly from their smartphone. Shoppers can access detailed product

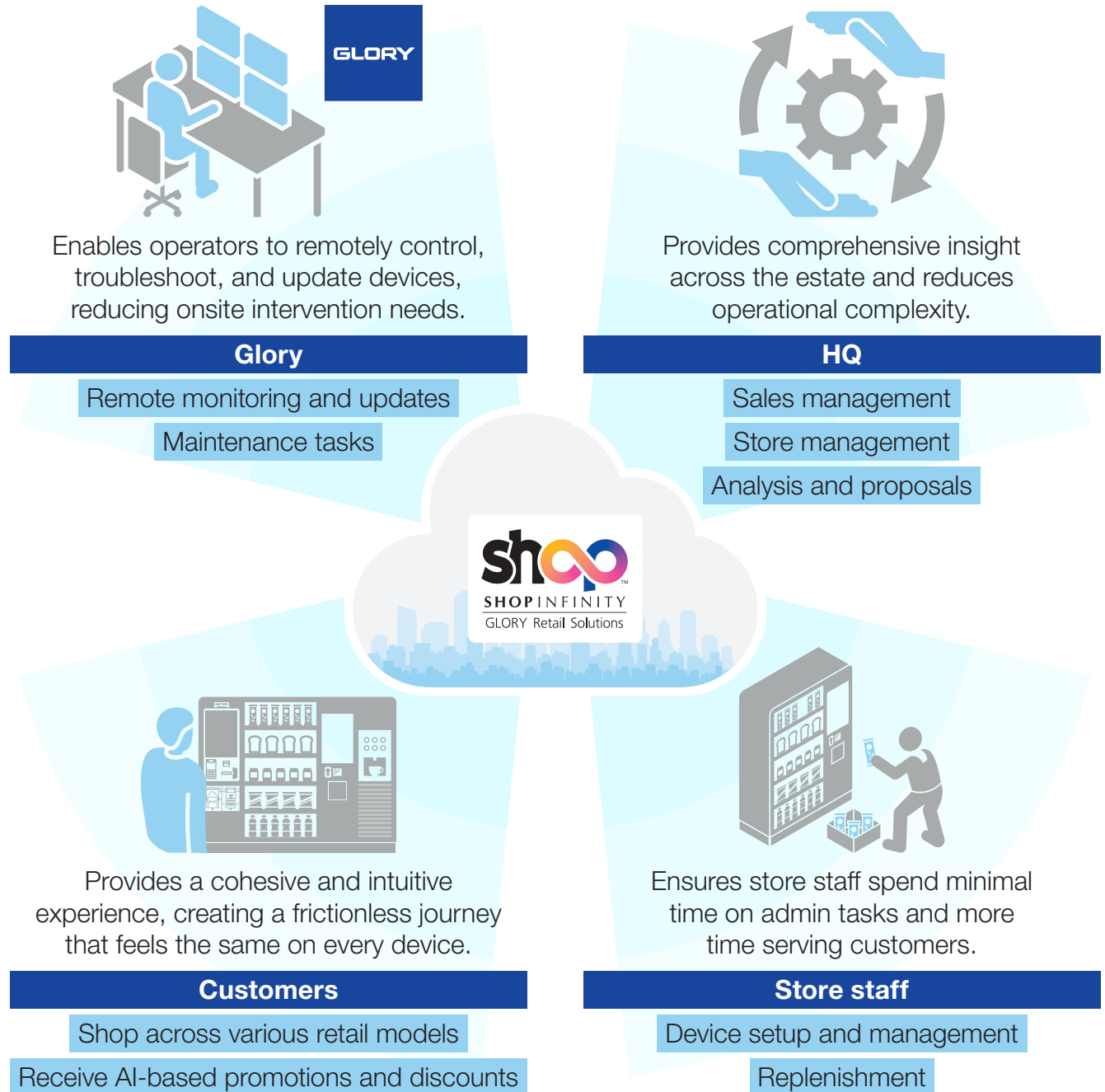
information – including ingredients, allergens, and sourcing – while also receiving personalised promotions, loyalty rewards, and tailored offers. This enriched experience drives customer satisfaction, strengthens brand engagement, and supports increased revenue through effective cross-selling and upselling.



A variety of secure payment options are supported, including credit and debit cards, mobile payments, and cash, ensuring fast and reliable transactions.

All solutions are remotely monitored and managed, with operators receiving real-time alerts for issues such as temperature deviations or stock shortages. This proactive oversight keeps devices fully operational and consistently stocked, guaranteeing product availability and choice for customers.

In addition, the platform generates valuable insights into consumer behaviour, sales patterns, and product performance. These analytics empower businesses to make informed decisions on inventory, marketing, and product development; enabling them to adapt quickly to evolving customer demands.



The **SHOPINFINITY** ecosystem

SHOPINFINITY connects every retail touchpoint through a powerful, centralised Kiosk Hub that brings your entire digital ecosystem together. Retailers can choose from a wide range of optional modules – ordering, payment, inventory, vending, and more – to build a customised solution that fits their exact operational needs. This modular flexibility allows businesses to scale, adapt, and innovate without the complexity of managing multiple systems. With **SHOPINFINITY**, a single kiosk becomes the gateway to endless retail applications, enabling a cohesive, efficient, and future-ready customer experience.



Empowering retailers to deliver seamless shopping experiences

At its core, **SHOPINFINITY** centralises product management, sales optimisation, inventory control, and operational oversight, enabling retailers to streamline processes and enhance profitability. Unlike traditional siloed systems, **SHOPINFINITY** integrates vending machines, ticketing kiosks, and kitchen ordering terminals under one cloud-based infrastructure, ensuring a consistent user experience. This approach reduces complexity for retailers, allowing them to manage multiple touchpoints through a single interface.

The platform also supports real-time monitoring, remote configuration, and predictive analytics powered by AI, which helps businesses anticipate demand and optimise stock levels. By leveraging IoT connectivity, **SHOPINFINITY** ensures that every device remains operational and aligned with central policies, minimising downtime and improving customer satisfaction.

Ultimately, this solution empowers retailers to deliver seamless shopping experiences while reducing labour costs and improving operational efficiency. Its scalability means businesses can easily add new devices or solutions, without extensive IT development, making it ideal for dynamic retail environments seeking agility and innovation.



Operational Efficiency: The platform enables real-time monitoring, remote configuration, and predictive analytics to optimise stock and reduce downtime.

Scalable and Agile Solution: **SHOPINFINITY** supports the addition of new devices easily, enabling retailers to innovate without extensive IT development.

Strategic Decision Support: Combining monitoring and data insights empowers retailers to make informed decisions, enhancing profitability and customer satisfaction.

Centralised Retail Management: **SHOPINFINITY** unifies vending machines, kiosks, and kitchen terminals under one cloud system for easy management.

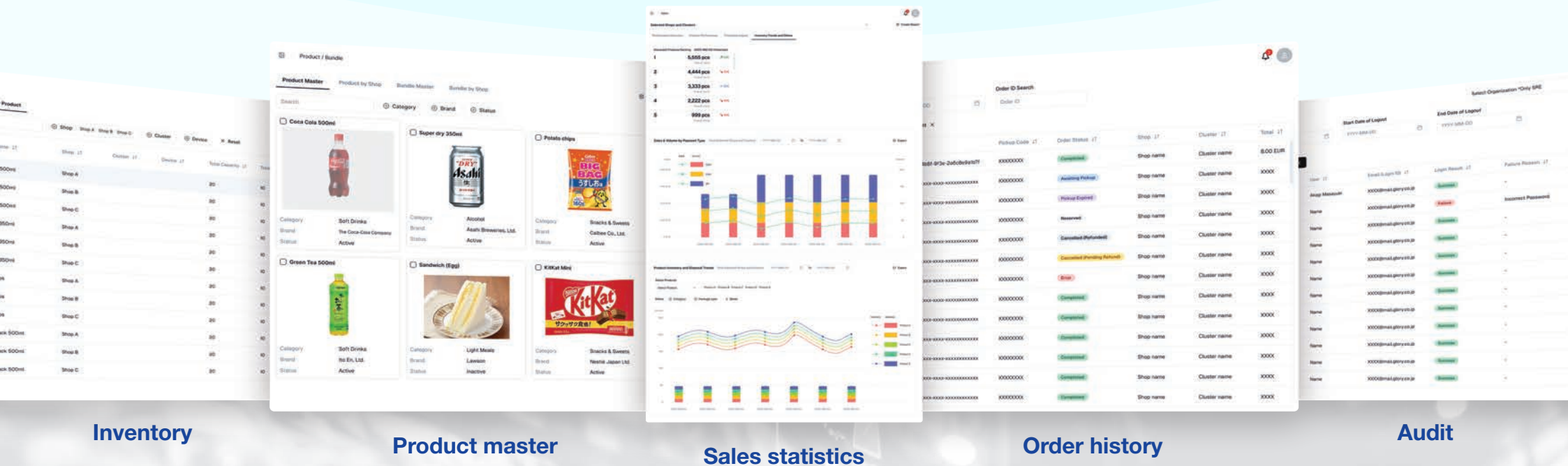
Consistent User Experience: The platform provides a uniform interface across devices, ensuring customers enjoy intuitive, familiar interactions.

Integrated Multi-Payment Support: Supports payments via cards, mobile wallets, and prepaid methods to reduce transaction friction.

Unify diverse retail operations

SHOPINFINITY enables retailers to unify diverse retail operations under one cloud-based system. Centralised product and pricing management allows retailers to update details once and propagate changes across all connected devices instantly, eliminating manual updates and reducing errors.

The platform supports remote monitoring and control, enabling operators to adjust settings, troubleshoot issues, and deploy updates without on-site intervention. This level of integration simplifies IT infrastructure, reduces operational complexity, and ensures that retailers can maintain brand consistency across multiple locations and device types.



The applications and possibilities are infinite

Whatever your retail environment, your chosen **SHOPINFINITY** configuration is tailored to your individual requirements, needs and application. All Glory's solutions are easily integrated into your existing POS application and IT infrastructure. They are managed in the same way, with a common cloud system, offering a uniform interface and experience, however your customers choose to interact.

Unified user interface



Age verification

For certain product categories, such as alcoholic beverages or tobacco products, age verification is fully integrated. Several methods are available: ID scanning via the kiosk terminal; or anonymous age verification using AI.



Cash automation

Give every customer the payment experience they prefer by integrating cash automation into your retail model. Glory's retail cash recyclers can speed up service, eliminate errors, improve hygiene, and ensure no customer is left behind.



Digital signage

Digital signage offers a unique and personalised experience for every customer by providing content specific to their ordering journey, driving higher sales and increased brand loyalty.



POS integration

SHOPINFINITY Cloud integrates seamlessly with your existing point-of-sale systems, enabling rapid deployment, without the need for major development. This compatibility allows retailers to enhance their digital capabilities while preserving their current investments.



Kiosks

Our intuitive kiosk systems are at the centre of all customer interactions. They can be connected to one or multiple devices and remove the need to perform various transactions and orders at multiple points in the process.

Glory's SHOPINFINITY platform offers unparalleled flexibility, enabling a tailored solution configuration. Multiple devices can be integrated to your specific configuration. From an ordering kiosk, smart vending, smart refrigerators, cash management, but also applications such as age verification and order-to-kitchen services.

It's easily scalable and expandable to allow you to add on different devices or applications at a later date, as your customer and business requirements evolve.

Retail modules



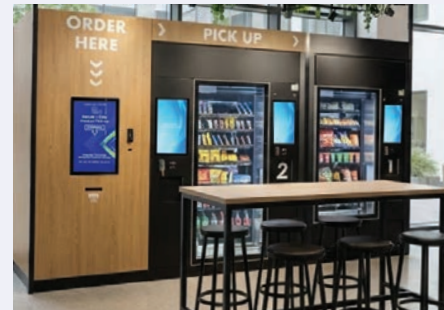
Mobile order

Mobile ordering is the simplest way to modernise your business. Customers can browse, purchase and pay for your products on their mobile devices. SHOPINFINITY streamlines operations to save businesses time and money. Mobile ordering ensures that your customers have accurate product information at their fingertips and in real-time.



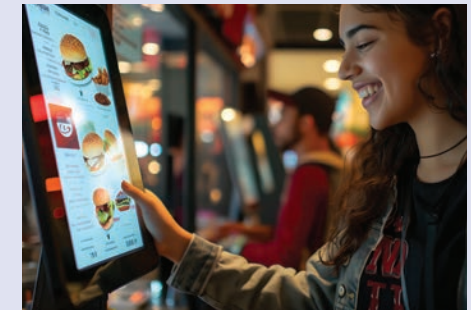
3rd party vending devices

SHOPINFINITY can also be used to connect seamlessly with third-party vending devices, including equipment such as coffee machines, smart refrigerators, snack dispensers, and other automated retail units. By integrating these devices into the same cloud-based ecosystem, retailers gain centralised control over monitoring, payments, content updates, and performance analytics – regardless of the device manufacturer.



Vending module

Available at any time, seven-days-a-week, the vending module is the ideal point-of-sale for customers who want to shop quickly, easily, and independently of opening hours. The experiential factor offered by this innovative technology should not be underestimated either.



Order-to-kitchen

Order-to-kitchen is a streamlined process that transfers a customer's order directly from the point-of-purchase to the kitchen in real-time. When a customer places an order – whether through the kiosk or mobile app, the details are instantly sent to the kitchen. Orders are automatically organised, ensuring the kitchen team knows exactly what to make and when.

Are you ready to start your retail transformation journey?

Glory's SHOPINFINITY retail ecosystem empowers retailers to combine operational efficiency with customer-centric innovation. With Glory's global expertise and flexible retail solutions, you can focus on what matters most; your customers.

SHOPINFINITY is a strategic enabler that helps you deliver seamless shopping experiences, while achieving sustainable business success.

Discover how SHOPINFINITY can elevate your retail operations.

Contact Glory today.

Related solutions...

SHOPINFINITY Convenience – Vending

A smart, reliable and scalable vending solution with advanced IOT, AI and cloud-based features.



SHOPINFINITY Convenience – Ticket

For products that require pickup or exchange, the unmanned “ticket for exchange” flow keeps operations lean and customer wait times low.



SHOPINFINITY Convenience – Self

Modular self-checkout solutions that complement any retail environment and offer any payment type.



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