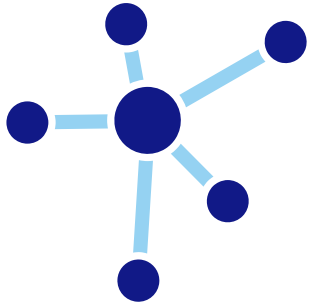


GLORY

THE CONNECTED RETAIL STORE



Technology is transformative. We see it in every industry, and the pace is only accelerating.

But there is one aspect of technology that is becoming more and more important in the tech solutions we implement, and that's *connectivity*.

What do we mean by connectivity? We're not talking about internet connectivity. Everyone has that. We're talking about *solutions that speak to each other* – sharing, centralising and analysing the data they collect.

Connected technology is impacting every aspect of retail businesses. From predictive analytics to unified commerce, it's helping retailers work leaner, think sharper, and serve customers better. Today, enterprises that still rely on spreadsheets and guesswork are in danger of being left behind.

So, what are the benefits of connectivity, and what does it actually look like for retail businesses?



EFFICIENCY: DOING MORE WITH LESS

Retail margins are under pressure.

Labour costs are rising. Customer expectations are soaring. Amid these challenges, connected solutions are helping retailers stay ahead.

McKinsey reports that consumer goods companies that have above-average capabilities in data, AI, and tech achieve **twice the growth** and up to **2.9 times the total return** to shareholders (TSR) of their peers.

That's not just about flashy apps – it's about smarter operations.



55%

of businesses said that the top objectives of their organisation's digital business strategy is reducing costs/inefficiencies

Foundry - Digital Business Study 2023

This means centralising and automating cash management from the POS to the back office, saving hours of labour every day and reducing your need for CIT.



This means unifying all of your front-end commerce channels and back-end operations into one centralised system, providing retailers with real-time visibility into inventory, customer behaviours and transactions.



This means centralising in-store digital marketing across your entire enterprise, allowing you to react swiftly and proactively to your market using minimal resources.



Connected solutions can drive efficiency throughout every aspect of your business, centralising and simplifying operations that will impact your bottom line.

INSIGHTS: TURNING DATA INTO DECISIONS

Retailers sit on a goldmine of data.

But without the right tools, it's just noise. Connected tech has the power to turn that noise into actionable insights.

What kind of data are we talking about?

When we talk about data today, our mind most often goes to consumer data. And for good reason – customer behaviour and preferences are a powerful tool for creating a compelling customer journey and increasing sales. But there's much more to be gained. With connected solutions, everything from payment choice to inventory tracking to footfall and sales data have the potential to transform your operations, increasing efficiency and cutting costs.



93%

Companies that use data analytics are reporting **115% higher ROI** and **93% higher profits**.

McKinsey & Company

Predictive analytics can forecast demand, optimise pricing, and streamline supply chains. This means fewer markdowns, better margins, and happier customers. McKinsey note that by analysing real-time footfall and sales data, retailers can optimise staffing, **cutting labour costs by up to 12% while improving both customer service and employee satisfaction.**



Cash processing can be a significant hidden cost for retailers. **But by analysing cash usage data,** you can optimise your cash processes, saving labour time and reducing CIT visits.



With a Unified Commerce platform, **retailers can also track and analyse customer behaviour over both physical and digital channels,** providing personalisation and driving loyalty.



Data has the power to transform your business for the better, but only when the right solutions can make that data work for you.

CUSTOMER EXPERIENCE: CONNECTIVITY DRIVING LOYALTY

Ultimately, everything leads back to the customer experience.

You can have all of the efficiency in the world behind the scenes, but if you are not making your customers happy, your business will fail.

So how does connected tech impact the customer experience?

This is where Unified Commerce really shines.



Integrating all of your front-end systems – from websites and apps to SCOs, kiosks and tills – **allows you to provide a personalised and frictionless shopping journey**. Convenience is a huge factor for retail customers, and these platforms allow shoppers to **keep a common basket across every touchpoint**, moving seamlessly between digital and physical channels.



But Unified Commerce also goes one step further, tying in back-end inventory systems to **allow customers to access accurate product information and fulfilment options**, either online or using kiosks in-store to implement an “Endless Aisle” service. Meanwhile employees enjoy a complete view of customer preferences, **enabling them to deliver personalised service**.

By leveraging data and analytics from connected solutions, you can adapt to customers’ changing realities in real-time, delivering personalised experiences that drive loyalty and sales.





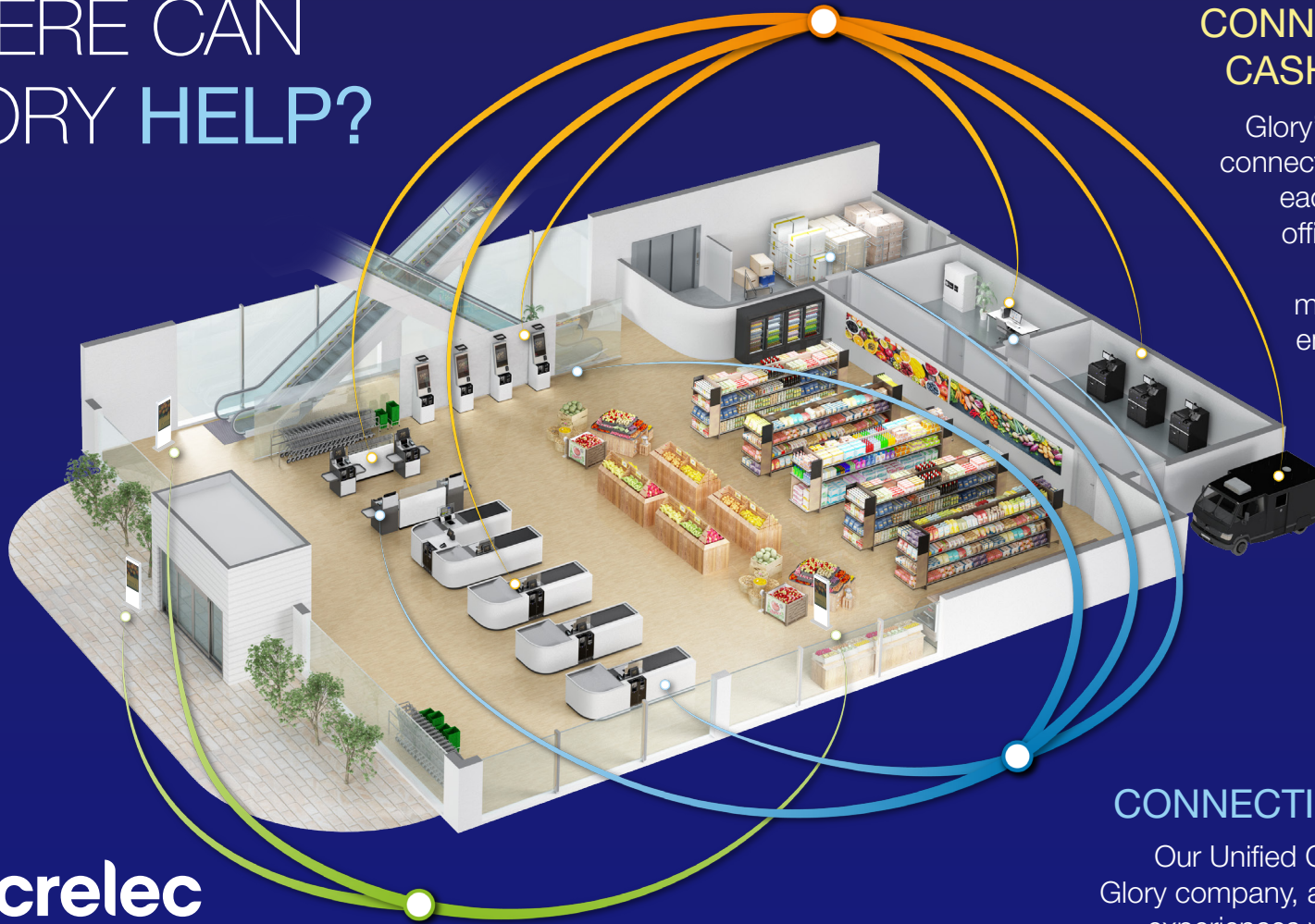
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Businesses are expected to not just meet the needs of customers, **but anticipate and exceed them.**

Today's marketplace is constantly fluctuating and its vital organisations adapt by harnessing the power of analytics and AI to make the necessary changes to survive and thrive.

Deloitte - Connecting with Meaning

WHERE CAN GLORY HELP?



CONNECTING YOUR CASH PROCESSES

GLORY

Glory's CASHINFINITY™ solutions can connect all of your cash processes, from each till, SCO and kiosk to the back office, doing everything at the touch of a button and saving hours of manual processing. Meanwhile our enterprise software, UBIQULAR™, gives a birds eye view of your cash estate across your whole enterprise and delivers valuable insights to drive efficiency in your processes.



CONNECTING YOUR IN-STORE MARKETING

With ACRELEC Creative Studio, you can conveniently manage all digital signage across your entire enterprise on one connected system. Create marketing campaigns and live streams on one or thousands of outdoor and indoor screens – in any location or language – with just one platform. ACRELEC, a Glory company, also provides the hardware you need, from digital screens to kiosks, SCOs, and more.



CONNECTING YOUR COMMERCE

Our Unified Commerce solution from Floodid, a Glory company, allows you to create the shopping experiences your customers demand with one powerful and resilient cloud-based platform. A powerful transaction backbone and central repository of data allows for complete consistency and accuracy across any customer touchpoint – POS, mobile, website, self scan, self-checkout, kiosks and any other customer or associate touch point you can imagine. It also delivers a treasure trove of insights for your business through its powerful analytical toolkit.



Connected solutions are no longer a nice-to-have.

For retailers to remain competitive and face today's challenging economic conditions, you need every advantage you can get. That means raising efficiency throughout your enterprise to control costs. It means harnessing the power of data. It means giving customers the experience they are looking for at every touchpoint.

Our connected solutions can deliver on all of these fronts, and more.

Have a chat with one of our team to discover Glory's full spectrum of retail solutions, and how they can transform your business.

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get in touch

Glory Global Solutions

<https://www.glory-global.com>

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