
Nedap Retail

Services



Our customers experience full service which unburdens them on a daily basis

Project management, installations, warranty, service and monitoring all devices is done globally according to the same high standards. Nedap offers full service & support to give retailers the performance they need to maximize device uptime and return on investments for installed Nedap systems and software.

Contents

- 4 Extended Warranty
- 5 Fast Remote Service
- 6 Retail Analytics
- 7 First Line IT Support Package
- 7 Firmware Upgrades
- 9 Meet the Global Leader in RFID
- 10 Global Deployment Program™

Connected EAS

Connected systems are becoming more important for retailers. Especially concepts such as RFID based EAS, omni-channel, secured mobile payment and remote service are gaining popularity.

Connected systems give retailers the opportunity to get the best out of their systems by using services like Nedap Retail Analytics and automatic updates. Connectivity is essential to maximize the performance of your systems.



Extended Warranty

Peace of mind, year after year.

- ✓ Warranty coverage up to 5 years.
- ✓ Additional years of trouble-free operation.
- ✓ Complete reliability and control.

Nedap provides 1 year of standard factory warranty on all Nedap products. Extended Warranty is a service that allows you to extend such warranty to 3 or 5 years.

If you opt for a 3 or 5 year Fast Remote Service subscription, we will extend the warranty to either 3 or 5 years as well. You need to order and register the extended warranty within 2 months from the installation date.

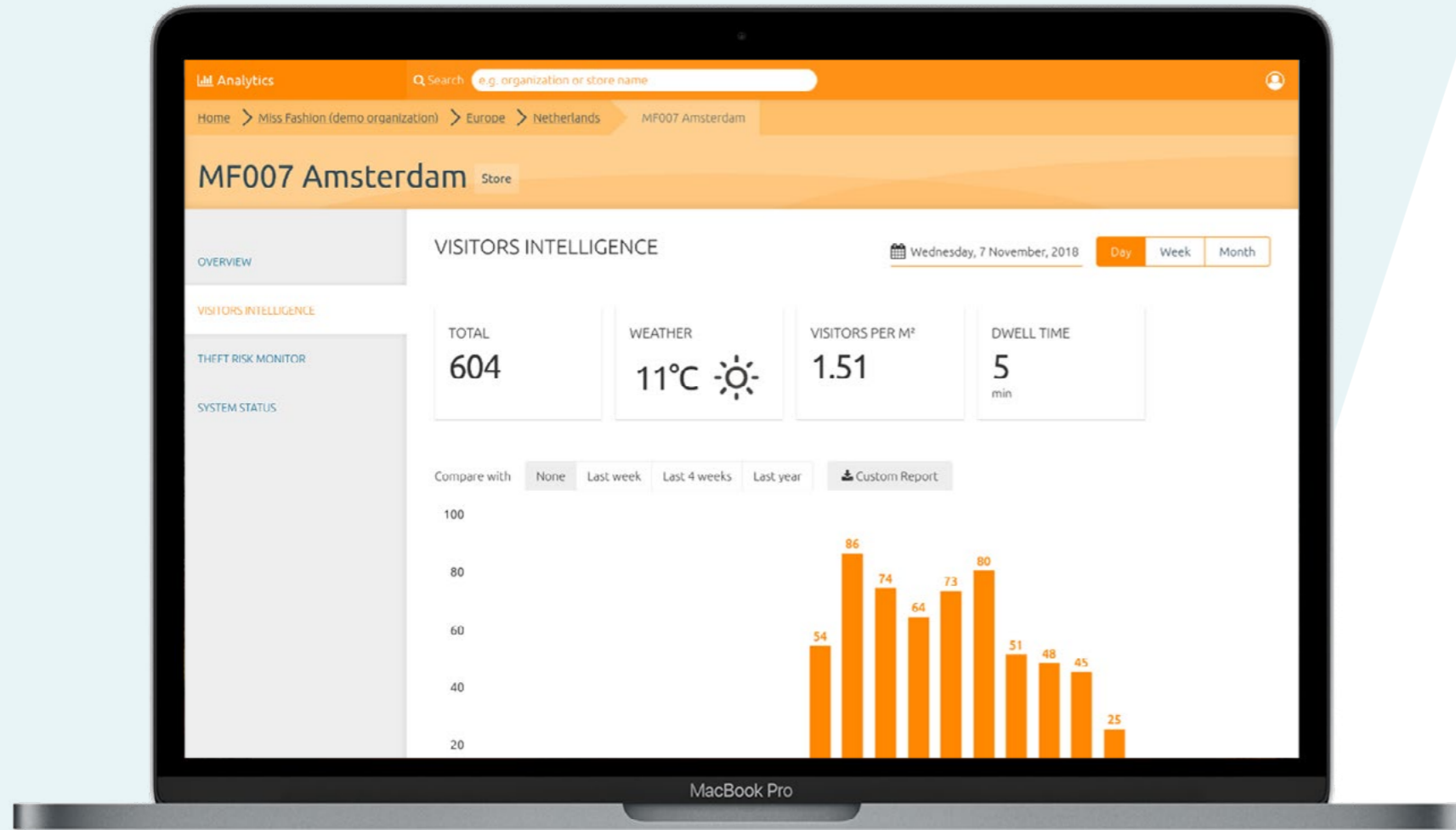
Fast Remote Service

Nedap provides an online platform that enables our business partners to solve 81% of the service calls remotely, without the need to dispatch a technician to the store. This Fast Remote Service is offered in a 1, 3 or 5 year subscription period.

Why?

- ✓ Issues can be solved within just a few hours
- ✓ Solving issues remotely is cheaper than store visits
- ✓ Receive extended Warranty at 3 or 5 year contract

Pay per event	incl Standard Warranty	
Subscription	1 year incl Standard Warranty	
Subscription	3 years incl Extended Warranty	
Subscription	5 years incl Extended Warranty	



Retail Analytics

In international retail organizations, management is becoming increasingly complex and time consuming. To help retailers with this challenge, Nedap has developed Retail Analytics, which makes sure that you know precisely which stores need your attention. This platform also provides valuable data about your customers and their behavior.

Retail Analytics gives detailed insight in customer counting information and alarm data. This helps you to permanently reduce losses and increase the performance of individual stores.

- ✓ Visitor Counting information
- ✓ Alarm data including directionality of alarms
- ✓ Overview of (In)active EAS systems
- ✓ Customized reports (.CSV, .XLS)

First Line Support Package

For large international retailers, central coordination of support is key. Nedap offers a First Line Support Package. This package enables your own support desk to easily assist all of your stores with Nedap systems.

The First Line Support Package consists of:

- ✓ Access to Nedap's Support Tool for initial trouble shooting and problem analysis. Nedap's Support Tool offers a real time overview of events registered in all connected stores. The Support Tool is enabled by default.
- ✓ Access to the Nedap global service ticketing system that allows you to create support tickets which are automatically assigned to the right business partner to resolve the issue.

Firmware Upgrades

One of the most powerful features of our iSense systems are the automatic upgrades that ensure that you always benefit from the latest performance algorithms and standards to boost detection performance and minimize unwanted alarms. We will guarantee an upgrade at least once a year.



Meet the Global Leader in RFID

Nedap is the global leader in RFID solutions for the retail sector. We offer smart RFID hard- and software that give retailers perfect inventory visibility and enable them to unlock their full omnichannel potential.

Our mission is to make it simple for retailers to always have the right products available. That shoppers can find the specific products they want, wherever and whenever they want, because the products are in stock, on the right shelf and retailers have a single view on their inventory.

We help our customers to:

- ✓ Allow customers to shop everywhere and return anywhere;
- ✓ Allow shoppers to checkout anywhere in the store;
- ✓ Minimize shrinkage, increase sales and boost customer loyalty.



Mission

We make it simple for retailers to always have the right products available



Business partners

116 Certified business partners worldwide



Stock exchange

Since 1947



9 Offices

Worldwide



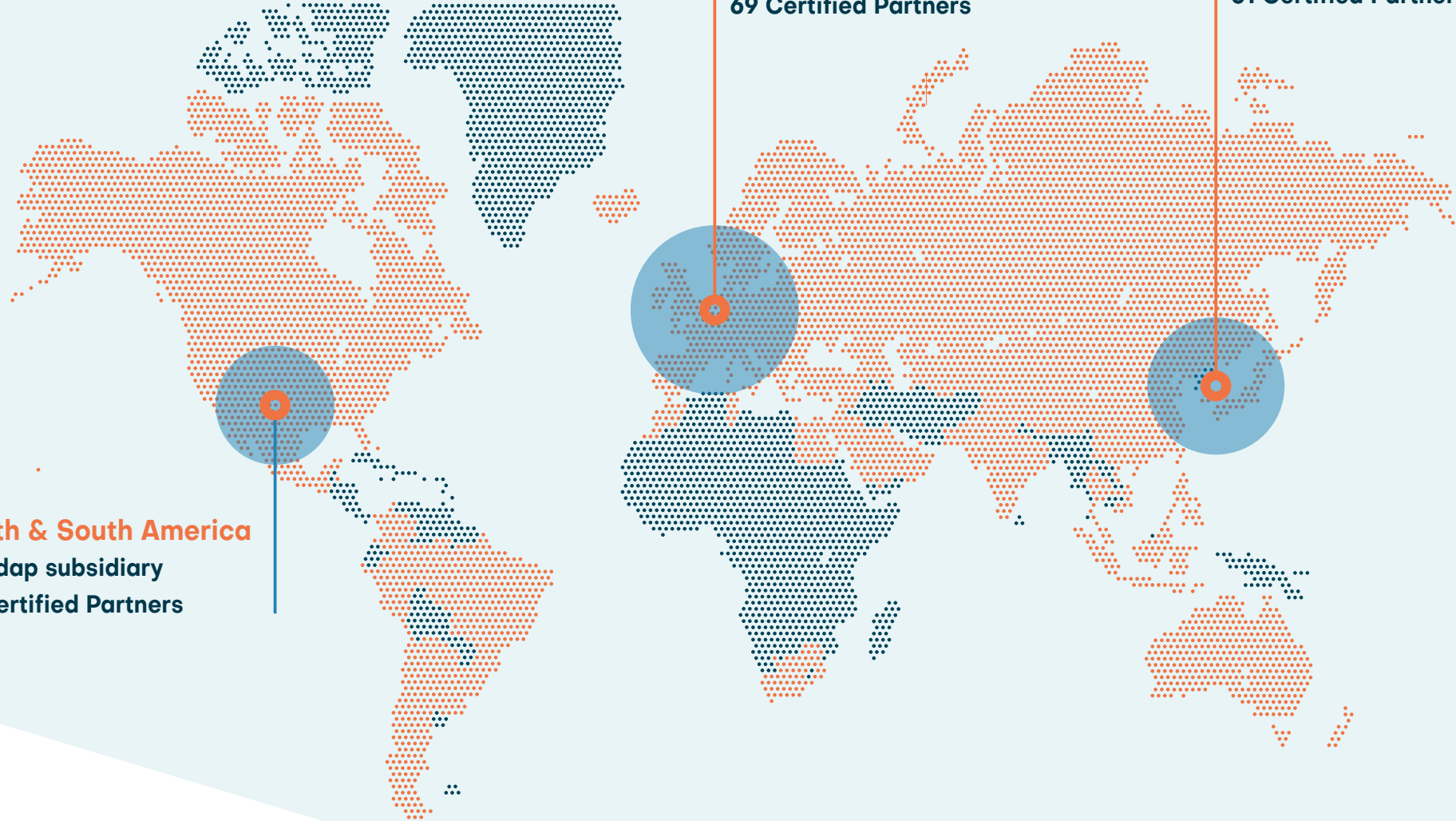
Founded

1929



Nedap Retail

Since 1974



North & South America
1 Nedap subsidiary
16 Certified Partners

Europe & Middle East
6 Nedap subsidiaries
69 Certified Partners

Asia Pacific
2 Nedap subsidiaries
31 Certified Partners

Global Deployment Program™

Nedap has operations teams in APAC, EMEA and the Americas. These teams ensure that deployments and services in more than 120 countries comply to the same high standard using our Global Deployment Program™.

These operations teams maintain this high standard by actively endorsing, providing training and supporting our certified partners. Our operations teams ensure consistency and uniformity on a global level. This results in 95% of the installations being completed on first visit.

As we are the global leader in RFID, we recently launched the RFID LP Academy for partners and Nedap employees so that they get trained and remain informed of all the latest RFID developments.

Together we have deployed our systems in more than 380000 stores successfully.

How does the Global Deployment Program™ work?

Our operations managers will be involved in the early stages of a project to map out the project details (needs, wishes, and specifications). After which, they will create a detailed project plan which will be approved by the client. The project plan will be fine-tuned and after sign off the project will take off.

The operations team is responsible for certifying our products worldwide so that the solutions in your store always comply with local legal standards. The operations manager will continue to monitor the project and will meet with your project manager during important milestones until the project is finished.

Questions?

We have the answers

Every industry has its own unique challenges and opportunities. Nedap Retail creates unique solutions, geared to your industry, to help you take full advantage of social, mobile, cloud, and analytics as you transform your business.

Contact your local Nedap certified partner www.nedap-retail.com/contact