

SECTOR CV

RETAIL

Connecting with customers in the Retail sector

Helping you to deliver exceptional customer experiences

The Retail industry has truly embraced technology, continually evolving to meet the growing needs of consumers. From brick-and-mortar stores to online shopping and the explosion of social media shopping, Retail businesses have had to adapt to keep up.

However, with customer expectations in innovation, speed and personalisation continuing to rise, the need to innovate never stops. Whether your business is online, in-store or a mixture of both, the pressure is on to deliver a better customer experience than your competition while simultaneously reducing costs.

Having a technology infrastructure that provides a solid foundation for growth is imperative. To stand out from the competition, you need solutions that help you maintain visibility and track the customer journey so you can effectively position yourselves at the front of your customers' minds.

It's not just about the shopping though. The customer experience includes everything from communication to personalised experiences and omni-channel interactions post-purchase. By investing in technology, each segment of the customer experience can be improved and enhanced, and that's before you reap the benefits of IT for your staff.

HOW DOES NASSTAR SUPPORT THE RETAIL SECTOR?



Microsoft Teams

Effective collaboration is crucial. Microsoft Teams enables your users to communicate and collaborate effectively from any location, whether via voice, message, or video. This secure workspace also acts as an integration window for many other tools, products, and services within Office 365.



Microsoft Azure

Cloud services allow you to build, manage and deploy applications at scale using the right tools for business – even across a global network. From Hybrid Cloud to a full Azure system, we can help you to unleash exceptional performance in a cost-effective, dynamic, and secure way.



PCI Compliance Services & Contact Centre Solutions

We ensure PCI compliance with our full suite of secure payment applications. Our contact centre, mobile, web, self-serve and Chatbot applications support you on every step of the payment journey, enabling your agents to focus on customer service.



Strategic Consulting

With over 20 years of strategic consultancy, we can help you to design, plan and execute your IT projects at a pace to suit your business. Our teams can integrate your solutions effectively to deliver maximum business value and minimise disruption.



Managed IT

Our tailored managed IT packages offer as much or as little support as you need. With specialists available 24/7, we can deliver thousands of scheduled IT checks and maintenance tasks to ensure your IT operations are running smoothly.



Modern WAN and LAN (Network and Infrastructure)

Being connected at all times is vital to your success, especially in an always-on digital world. Our fully managed WAN and LAN connections ensure reliability across your infrastructure so you can focus on the things that matter most.

CASE STUDY: LUSH COSMETICS

Household cosmetic brand Lush Cosmetics' rapid and continual expansion had stretched the capacity of its IT department. With the decision to concentrate its IT team on end-user support and the strategic delivery of its e-commerce-related projects, the business decided that it needed a new technology platform.

Nasstar recommended a fully managed support service for their infrastructure, offering 24/7 support and monitoring.

“With Lush continuing to grow dramatically year-on-year, we needed to be assured that our internal teams could work on developing our tactical e-commerce projects and not have to worry about the day-to-day running of our server infrastructure - thankfully it’s all in Nasstar’s safe hands.”

[READ MORE](#)

JAMES MIKOLAJEWSKI
IT MANAGER AT LUSH

LUSH

WHY NASSTAR?

Delivering IT that just works is what we do. Our teams are on hand to manage and protect your systems before they ever become a problem, while you're free to do what you do best – drive business value.

Delivering extraordinary customer experiences doesn't need to be difficult. With the right technology partner on hand, you can stay ahead of the curve and ensure you don't get left behind again.

For further information or to book a free consultation, please contact enquiries@nasstar.com or call 0345 003 0000.



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