

Retail

You handle the CX. **We'll handle the IT.**

Retailers have to innovate to compete in today's market. The only way to grow market share is to deliver a state-of-the-art customer service experience both online and in-store.

Exponential-e's IT expertise and relentless commitment to customer service will give your IT team the peace of mind it needs to stop worrying about day to day IT operations.

That means they can concentrate on what really matters: delivering exceptional omnichannel service for your customers.

Our Retail Solutions

Make sure you're always open for business

Our retail technology solutions are provided over a private, highly resilient Network, guaranteeing uptime and availability and Software Designed WAN features.

Scale your IT environment to meet seasonal and promotional demand

Our highly scalable Hybrid Cloud solution lets you flex your business demands quickly when the need arises.

Value for money and cost effectiveness

Maximise your ROI using SD-WAN technology and our Cloud Management Platform, which lets you select the right Cloud for each use case.

Drive customer insight and optimisation

Our Big Data solutions will help you transform your customer and business data into actionable insights and increased revenue.

Innovate and develop your customer offerings

Our flexible Hybrid Cloud model gives you an agile and responsive platform for innovation, plus the services to back it up.

Roll out IT changes with maximum speed and minimum fuss

Our industry-leading VPLS platform puts centralised control of your IT estate at our fingertips, making our service highly responsive and efficient.

Protect your customers' data and meet all regulations

We are the most accredited Cloud and Network provider in the UK, with certificates in ISO STAR, ISO 27001:2013 and BS 10012 in data protection.

Customer service excellence

We are renowned for our customer service. We create peace of mind for our customers – and that means peace of mind for *your* customers. Our 24/7 x 365 support centre is in-house and on-shore and customer service is in our DNA – just look at [our live NPS score](#).

And because we proactively monitor all our services, we'll resolve issues before you even know they exist.

Don't just take our word for it...

Leading manufacturer and retailer of artisan paint and wallpaper

This client has more than 60 showrooms worldwide. Exponential-e has supported the client's recent efforts to enhance its in-store customer experience through digital transformation.

We have replaced the client's legacy MPLS WAN with an Internet-based high performance WAN to carry the client's majority-SaaS-based applications. This more agile and flexible network has enabled the execution of their customer experience strategy.

Largest fast-fit retailer and wholesaler of tyres in the UK

This client, which operates from approximately 800 retail centres and 14 warehouses, wanted more control and visibility of its network. They also wanted to improve resilience and reliability, and protect client data against security risks.

Exponential-e simplified and aligned the client's complex array of services and suppliers into a single, unified and fully managed Network and Colocation infrastructure solution. We gave the client a future-proof infrastructure, and enabled them to further explore commercial and market positioning benefits of cloud-based technology.

Global High Street travel retailer

Our client is one of the largest independent travel retailers in the world, with 1,300 stores globally. Exponential-e makes this massive retail network possible, and enable the client to grow and respond flexibly to changes in customer demand.

Through ongoing management of services and projects, we support numerous changes to service requirements and the rapid deployment of new sites in the UK and overseas.

About Exponential-e

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions. Renowned for our responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.

To find out more about Exponential-e visit www.exponential-e.com/construction or email info@exponential-e.com



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