Technology Solutions for the Industry Retail

LIBERTY NETWORKS

The retail industry needs to adopt a consumer-centric approach to better understand their customer's needs. This is only possible if processes are well-defined and are designed to deliver exceptional customer experience across both the physical and digital world.

The key challenges revolve around: agility in innovation, continuous improvement, ensuring compelling customer experiences and creating operational excellence to enable better service and support, with minimal mishaps. With Liberty Networks, you have access to industry-leading tools and capabilities to help you maximize the benefits of digital transformation: boost your sales and deliver customer delight.

The New Normal

After the pandemic, customers have become discerning and now comfortably switch between online and offline shopping, depending on their needs. The new normal has led to the evolution of a hybrid landscape where customers expect the same experience, whether it is online or offline. This means that the retailers must take control of operations, inventory, payments and distribution both online and in-store. At Liberty Networks, we are your ideal partner in your digital transformation journey, and are ready to support you in meeting the needs of the digitally savvy customer.

Agility to innovate

Challenges

- The customer-centric approach requires software elements in a flexible and reliable infrastructure.
- Administrative applications are not fully migrated to virtual and secure environments.
- Support teams need to simplify the management of the entire system to focus on new initiatives.

Our Solutions

Cloud IT

- Facilitates digital transformation by facilitating the creation of an agile, scalable, and resilient environment
- Allows the migration of critical information systems already in operation
- Supports management from the cloud
- Reduces costs by activating and deactivating resources as needed, even in an automated way
- Optimizes and scales infrastructure, maximizing ROI

Secure Enterprise Core

- Minimizes overall safety risks
- Reduces application downtime and protects your digital assets
- Assists in regulatory compliance
- Reduces emergency and repair costs
- Short implementation cycles

Improved customer experience

Challenges

- Service disruptions, limited-service channels and issues at checkout are some of the most common problems faced by users.
- Customers seek a quick resolution to their issues and prefer speaking to agents who should be available at all times.
- Slow in-store connectivity prevents customers from doing the searches they need to anchor their decision-making.
- Current wireless solutions sometimes lack active monitoring, firewall and other security and privacy needs.

Our Solutions

Contact Center on Demand

- Simplify omnichannel experiences by allowing customers to choose between different channels, like chat, email, SMS or voice, to resolve their queries.
- Enable operational scalability, allowing you to add executives to your contact center without worrying about the technological logistics involved.
- Integrate with third-party solutions to give your agents more tools and more information.

Contact Center on Demand

- Reliable and secure connectivity, separating the visitor network from the business network.
- We take care of design, implementation and administration.
- A fully centralized solution that eliminates the need for experts in each of your stores.

Operational Excellence

Challenges

- The retail business depends on a robust network to meet all internal and external requirements. However, this opens the systems to even more points of failure and bigger threat exposure.
- Traditional networks are ill-equipped to meet the requirements of new-age retail.
- Extreme availability and high-speed network with ultra-low latency is the need of the hour

Why Liberty Networks?

At Liberty Networks, we partner with enterprises, carriers and business communities to enable a better future. We provide the technology infrastructure and offer the support they need to streamline their operations and take their business to the next level.

With our expansive network infrastructure, next-generation solutions portfolio and vast datacenter network we provide a solid foundation for business success.

Our Solutions

Private Connectivity

- Connect reliably and seamlessly over a better WAN with private and redundant circuits.
- Ability to offer more services such as online systems, internet payments or other instruments that handle sensitive information.

Managed SD-WAN

- Allows prioritization, load balancing and improved information routing.
- Optimizes remote care experiences by allowing sufficient bandwidth for your online business and customer care.
- Ensures consistent enforcement of policies and configurations across all network devices and locations.