

Our Value Contribution to your Business



Quality-oriented, reliable & sustainable

Our approach to quality-oriented, reliable and sustainable retail technology solutions is based on three pillars:

- A top-grade product line-up matching the needs of premium brands and convenience stores,
- a best-in-class deployment and after-sales for delivering customized turnkey solutions and
- the extensive experience of Panasonic, a leading and reliable technology provider for business-critical operations.

Delivered as Full Turnkey solutions: We guarantee premium deployment by senior engineers combined with best-in-class customer care by certified Panasonic's service & maintenance centres in UK & EU. The integration of 3rd party solutions as well as leading retail-specific AI applications and last but not least Panasonic's experience in technologies supporting customer-critical operations makes electronic price labeling an easy to apply step on our customers' journey to increase margins and revenues embedding an intelligent digitalization strategy.

This includes the work with leading industry partners such as Goods ID specialist Zetes or Industrial IoT expert Logiscend.



Scalable Turnkey Solutions

The Panasonic Network gives us direct inhouse access to experts covering all retail related business areas – and the flexibility to cover small or large installations and cope with last minute change requests.



Certified IT, easily connected

The ESL solutions offer a comprehensive cyber security strategy to safeguard business-critical data. With the flexible Store Edge Connect platform we connect ESLs to any POS.



Tested 3rd Party Technology Integration

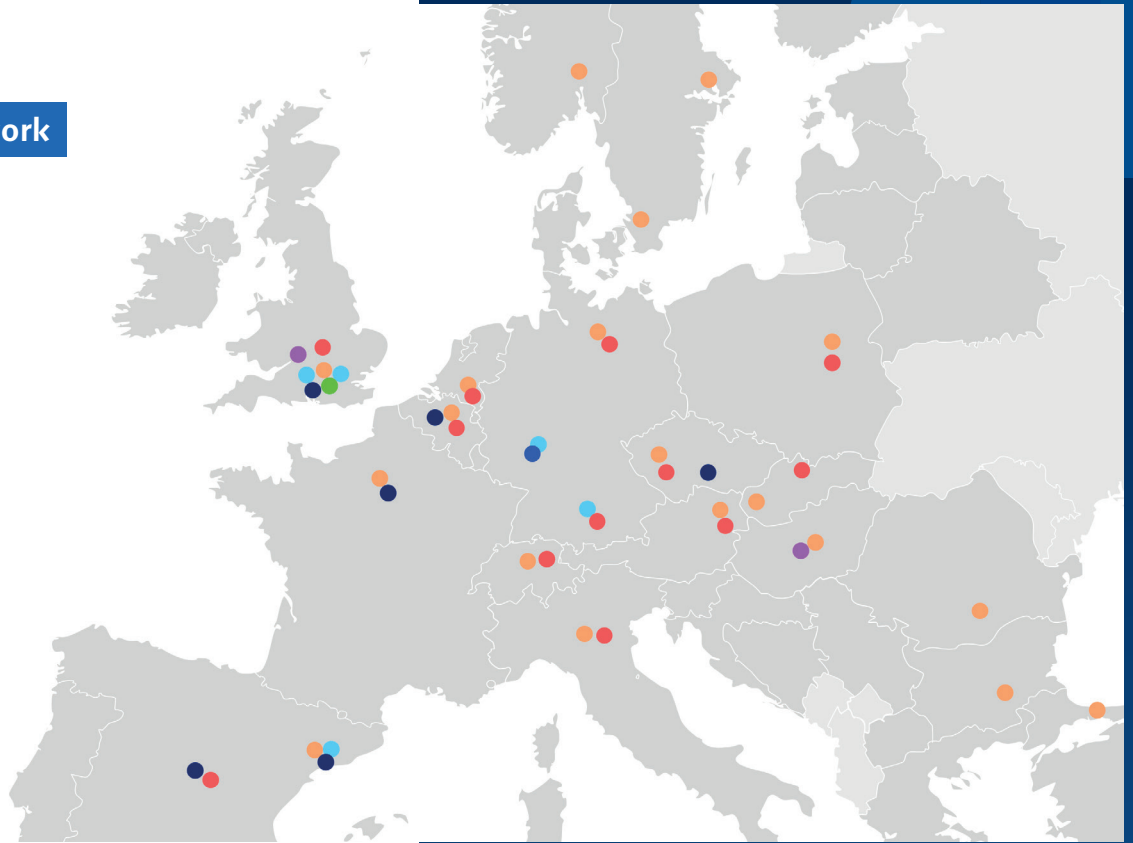
Panasonic is constantly working with leading retail software providers to bring new features to the shelves. Non-proprietary. Platform for the testing is our 6.000 sqm test center in Munich, Germany.



Bringing AI straight to the Shelf

Together with Blue Yonder we develop, test and implement the next generation of ESL features – aiming for example to optimize category management, dynamic pricing or replenishment processes.

Our Support Network



- Panasonic Connect Europe HQ
- Manufacturing Companies
- Centralised Service Centres
- Local HQs
- Experience Centres (R&D)
- Design Centre
- Business Partners (e.g. SES Imagotag)



Multi-lingual Support Desk



Online Service Portal



Remote Support



Repair Service



Warranty Options



Remote Monitoring Service



Field Engineers (On-site Support)



Training Seminars

Premium Quality – our Claim for Products & Service

Best-in-class Service and support at every level: Extensive training for staff on site. A response hotline supporting 10 languages, including incident tracking for further optimisation. Close to the customer with 10 local offices in Europe and regional senior engineering hubs, alongside five days turnaround repair times in ISO 9002 certified repair centres. We have the most holistic package in the market.

Application driven ESL design development

Form follows functions: ESL design development is supported by Senior IT experts to optimize the customer experience using the information in the enterprise ERP or POS (e.g. in stock, restock date, connection to the recommendation engine etc)

Continuous Improvement is our DNA

Our process & consultancy philosophy : Panasonic Connect follows the so called Gemba Process Innovation approach, this means we develop the solutions on site and together with customers. This does not end with the deployment: We have implemented the opportunity to reiterative customer feedbacks. Quarterly Sales Patrols ensure product performance and optimal usage for the customers'.



Contact us for more details, a consultation or a customized offer.

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