Retail Services

UNLOCK SUCCESS THROUGH TECHNOLOGY

Companies in the retail sector no longer exist purely as physical entities.

In an age where e-commerce and social media dominate the ways in which we buy products, with an increased demand for convenience and a personalised experience, retailers have had to rapidly evolve to meet the growing expectations of their consumers in today's digital world.

At IT Hotdesk, our team of experts are committed to providing you with a bespoke strategy and technical support to enhance your customers' experience, making it easier for you to communicate and respond to their needs as a modern consumer.

CAPABILITIES TO **PROTECT** CRITICAL BUSINESS **ASSETS**

Sector Challenges

Some of the challenges that the retail industry face include:

CUSTOMER RELATIONSHIP

Creating an experience that meets the growing demands of today's consumers, in order to attract new customers while retaining your existing ones.

SECURE TRADING

Keep your customer's data and financial details protected, particularly with the introduction of GDPR in 2018, and providing them with a secure trading environment.

24/7 ACCESS

Making sure that customers have omnichannel access to live data, and the ability to communicate with your team 24/7.

PERSONALISATION

Bringing your shop window to your customer, wherever they are in the world, to build brand awareness and customer loyalty both online and in-store.

A PASSIONATE, PROACTIVE AND RELIABLE TEAM OF IT EXPERTS LOCATED IN ABERDEEN, GLASGOW, EDINBURGH AND INVERNESS.

DEDICATED **PROACTIVE** AND REACTIVE **SUPPORT**

MANAGED CYBERSECURITY

An unlimited detect and protect service to keep your company and customer data safe and secure.

MANAGED CLOUD SERVICES

On-demand, pay-as-you-go solutions tailored to suit your business, from servers and storage to applications, analytics, and software, all in one secure place.

DATA BACKUP & RECOVERY

The data your business has needs to be safe and secure, but it needs to be recoverable should anything uncertain happen. The aim is to adopt a multiple redundancy approach so that your key data is never lost and neither is access to it, in a worst-case scenario.

CONNECTIVITY

Safe, fast, and reliable connectivity solutions to keep your business online and running smoothly 24/7.

WITH THE RIGHT APPROACH, CHANGE DELIVERS **IMPROVED SERVICE** QUALITY, EFFICIENCY SAVINGS AND **INCREASED PRODUCTIVITY**

LET'S GET STARTED

Whether you'd like a fully managed IT service, or you'd like to complement and enhance your in-house IT team, we at IT Hotdesk are here to help.

WHY CHOOSE IT HOTDESK

In a world where technology and consumption dominates our everyday life, it is absolutely paramount that those operating within the retail sector can keep up with what their customer demands; convenience and a personalised experience through the use of *technology. At IT Hotdesk, we're here to help you improve and maintain your IT infrastructure so it's easier than ever for consumers to communicate and shop with you safely.*

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