

# From Blind Spots To Retail Communication Clarity

Make every conversation count by giving IT real-time visibility across every store.

Retail IT teams manage thousands of moving parts across stores, warehouses, and HQ — but fragmented communication creates blind spots that slow decisions and hide inefficiencies. When systems don't connect, visibility vanishes.

Connecting your stores on one communications platform turns every conversation into a way to help IT gain real-time insight into service performance, cut costs, and act faster.

## Disconnected Stores Drain Time, Budget, and Control

- Multiple phone systems and vendors drive up costs.
- Setting up new stores and onboarding new employees can take weeks.
- No insight into how systems perform or how fast teams respond.



## Connection That Drives Clarity and Control

When every store runs on one communications platform:

- **Faster activation:** New stores online in days, not weeks.
- **Higher uptime:** Consistent 99.999% uptime SLA keeps every location connected.
- **Smarter insights:** IT sees communication performance across all stores in real time.
- **Unified control:** One vendor powers fast, seasonal scalability.

## Visibility Starts With Connection

Modernization isn't about replacing everything; it's about unifying what you already have. By consolidating communications across stores and HQ, IT leaders can finally see how every store performs — from uptime and call quality to responsiveness between teams and locations.



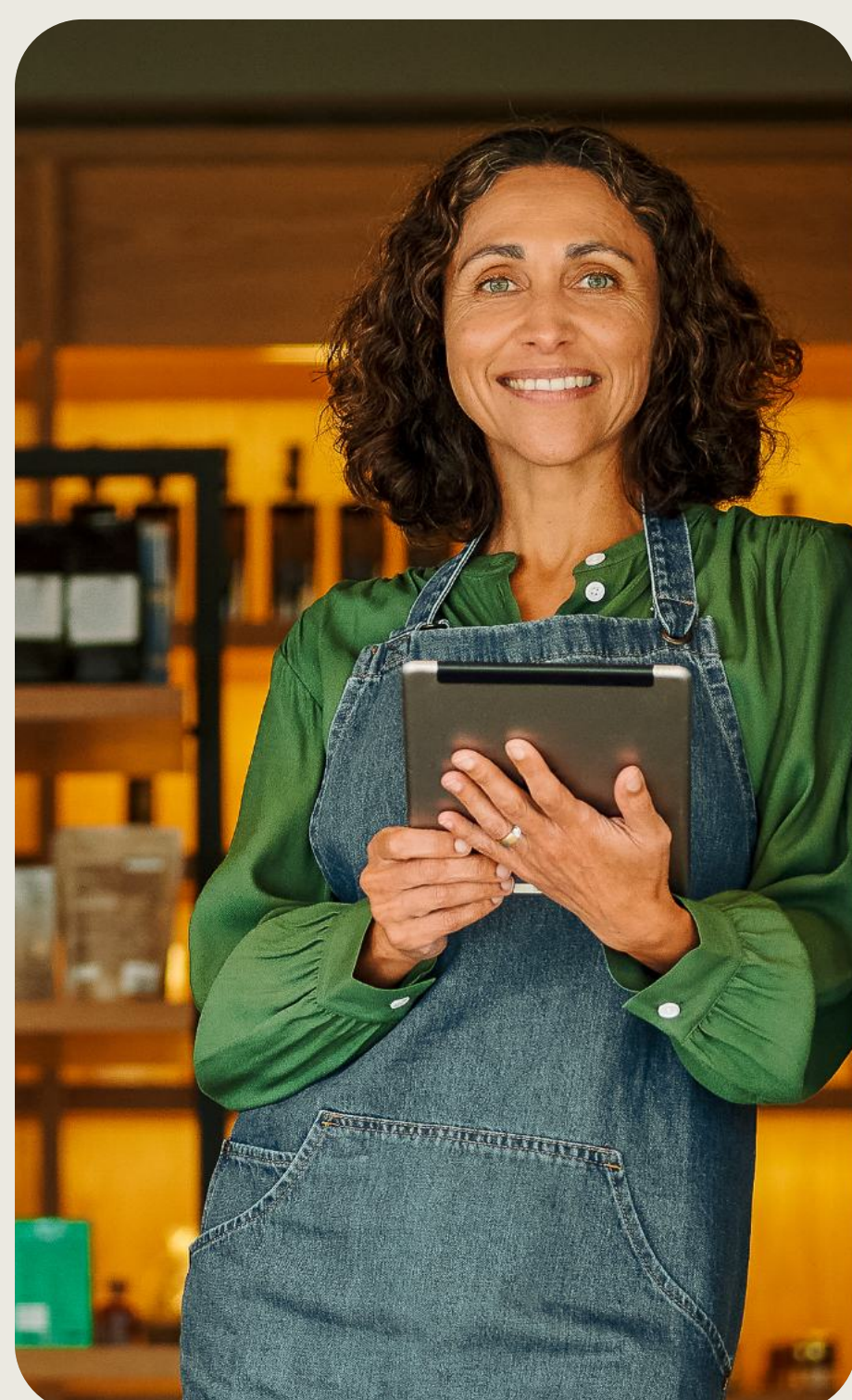
### 82%

Of U.S. retail revenue still comes from in-store sales (2024).<sup>1</sup>



### \$15.4B

Of U.S. retail tech spend goes to Communications (12% of total IT spend).<sup>2</sup>



We now have consistency across all locations, and we've reduced our total telecommunications costs by 60%.

**IT Infrastructure Manager,  
Kathmandu**

Connecting your stores on one communication platform gives IT leaders the power to see clearly, act faster, and keep every location running smoothly.

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