



# Going Green with NTS Retail

A sustainable business for a better future

Everyone is talking about sustainability, and, for certain, it is a key element in creating a healthy and prosperous future. In the telecommunications industry there is enormous potential to make a valuable contribution. The stores of telecommunication providers take an important role in realizing this goal. NTS Retail supports customers to make sure all in-store processes run in a manner that

saves resources while also contributing to conserving the environment. Concepts such as the »paperless store«, »hardware sharing«, »system-supported repair processing«, and »order consolidation« all aim to balance economic success, social responsibility, and protecting the environment.

1

Paperless store concept



2

Hardware sharing



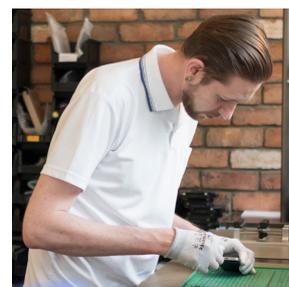
3

Centrally controlled logistics



4

System-controlled repair processing



# 1

## Paperless store concept

With the help of NTS Retail, the need to print receipts on paper is reduced to a minimum or even avoided altogether. This not only saves paper, but also improves the experience for the »digital first« generation of customers.

### Digital archiving of receipts and documents

All receipts generated during daily operations, as well as all documents and digital attachments, are archived electronically and can be accessed from anywhere at any time. Due to archiving in a non-alterable format, the system also meets all legal requirements.

### Customer receipts via email

But it is not only the telcos that benefit from the structured storage of documents in unchangeable form, but also the end customer. Whether it is a sale, an offer or a repair, all relevant receipts can be sent via email instead of being printed. Customer receipts, for example, can also be made available on other platforms, such as the operator customer portals.

### Interactive purchase receipts directly to the smartphone

We are even taking one step further in replacing the print receipt. The widespread availability of smartphones is opening up more and more areas of application for avoiding unnecessary paper waste.

With the support of the solution from our partner warrify, for example, a convenient way is offered to reliably secure receipts digitally. The sales receipt is issued with a QR code that is scanned by the end customer with a smartphone and stored in the warrify app. In the case of a warranty claim, the digital receipt completely replaces the physical one - if the customer receipt was also sent via email, the paperless store concept is implemented in its entirety.

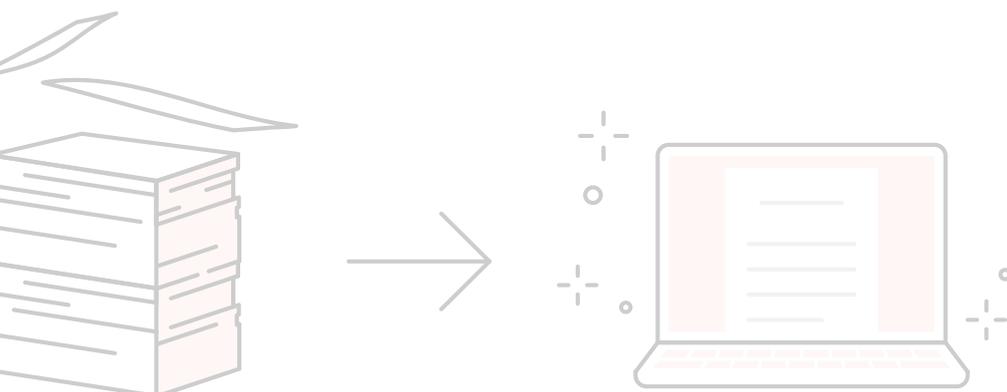


### Electronic signing of documents

Another useful function for avoiding printouts is the digital signing of documents. This involves signing contracts, deposit/disbursement confirmations or daily closing documents using a digital signature pad. The signed document is then stored in the database in an unalterable format, linked to the corresponding transaction and can be retrieved again if required.

### Easily attach files

Sales staff can also link digital copies of documents (contracts, passports, etc.) to specific transactions and upload them. This saves the sales team time and administrative effort in terms of document storage and management. Moreover, additional storage space for hardcopies can be minimized and documents are automatically filed correctly. Depending on the permissions set, the stored documents can also be accessed by employees from customer service, accounting, or other departments.



## 2

## Hardware sharing

Different hardware components such as printers, cash drawers and card payment devices are used in the day-to-day operation of stores. In the past, point-to-point connections to a standalone installation were used for this purpose. This resulted, for example, in each sales terminal having its own assigned hardware infrastructure.

Using the NTS Retail platform enables central access to the same hardware from different sales terminals. For this purpose, the devices are grouped into so-called »hardware stations«, the use of which is determined during the transaction. A reduced number of required hardware not only results in savings, but also a significant reduction in effort and costs for system operation and maintenance. The concept for »hardware station« not only simplifies infrastructure upkeep, but also helps to significantly improve the ecological footprint of the individual stores.



## 3

## Centrally controlled logistics



NTS central logistics offers an independent, compact store logistics system for central control of the entire stock. As with our POS solution, all inventory receipts, delivery bills and relevant documents are stored digitally in the database and remain retrievable for further use at any time.

By using an order process, which is steered from headquarters for the entire store network, delivery cycles can be significantly reduced, and costs optimized in the long term. The locations send order requests to the central warehouse, where they are prepared for delivery via the central or regional warehouse according to the desired setup.

By optimally coordinating supply chains, unnecessary routes can be avoided, and transports can be utilized more effectively. On average, our customers save 104 deliveries per location per year. Every transport kilometer that is not needed is a win for the company and the environment!

## 4

## System-controlled repair processing

NTS Retail has its own web-based tool for handling repairs: NTS repairmanager enables central, transparent, and cost-efficient handling of repair processes and guarantees simple and fast communication between all parties involved.

Due to the rapid advances in technology, the telecommunications industry is considered to be very fast-moving. New generations of mobile devices are launched on the market year after year, but only a few devices end up being recycled or upcycled. More and more initiatives and start-ups are addressing this situation by offering repair services or creating their own business field by reprocessing the valuable raw materials. The large and small brands in the telco world are also trying to offer innovative approaches to their customers, be it through upcycled devices or with buyback offers for old devices.

Many such initiatives can be set up with the NTS Retail product portfolio. In addition, we are also happy to provide consulting and support in the technological implementation of retail measures to improve sustainability and thus love to make our small contribution to preserving the environment.

Contact us to have an initial conversation about what sustainability improvement initiatives might be a good fit for your stores!

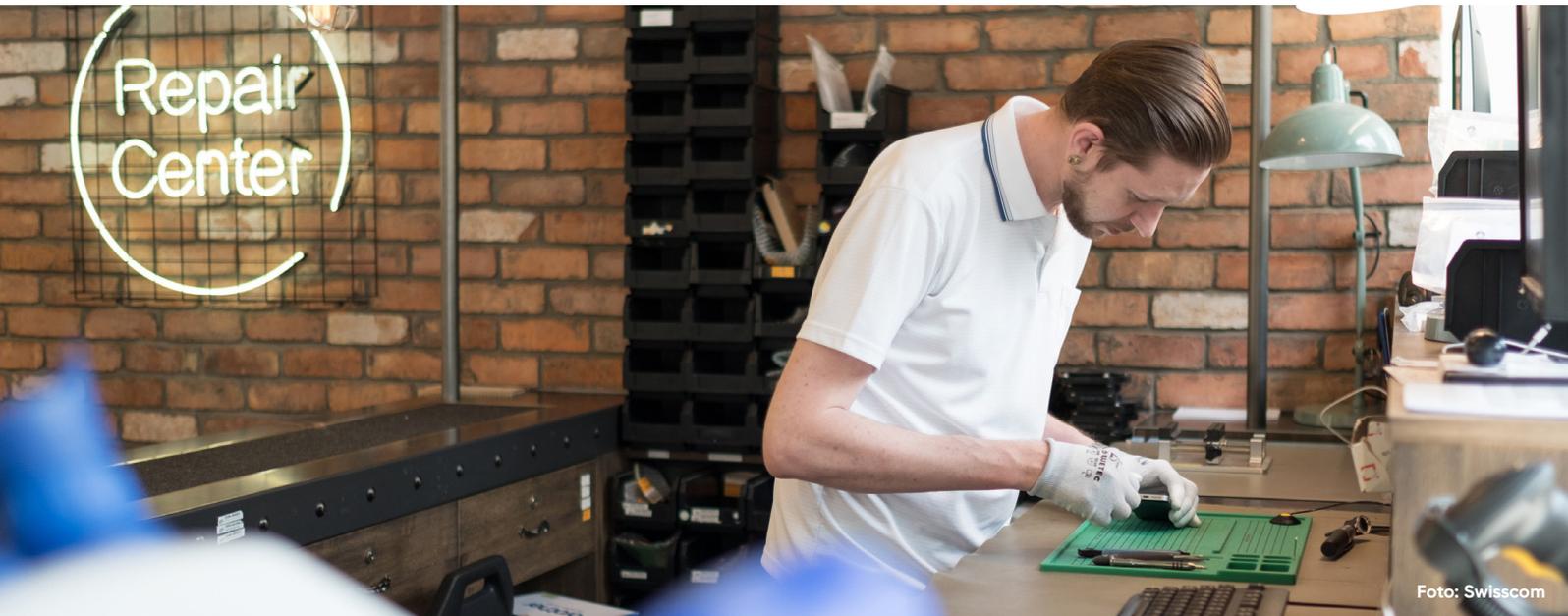


Foto: Swisscom