

# CENTERITY



## Retail Wall-to-Wall Edge Observability, Business Continuity and Customer Satisfaction

Digital transformations and modern technologies are driving the next generation of in-store retail experiences like contactless payment and price checks, virtual dressing rooms, digital signage, and more. These innovations mean data resides in the “last 100 meters” of the retail edge in point of sales systems and peripherals, mobile and handheld devices, and price check and self-checkout kiosks. It also lives in IoT devices such as refrigerators and generators from multiple vendors, sitting in thousands of locations across various geographies and time zones - making them highly complex to monitor, manage and maintain.

Retail edge device downtime often results lost productivity, revenue, customer satisfaction and loyalty. Centerity CSM<sup>2</sup> is a purpose-built monitoring, auto-remediation, and asset management platform for enterprise retailers that provides proactive wall-to-wall observability of the in-store technology stack.

**With Centerity CSM<sup>2</sup>, any retail organization can achieve:**

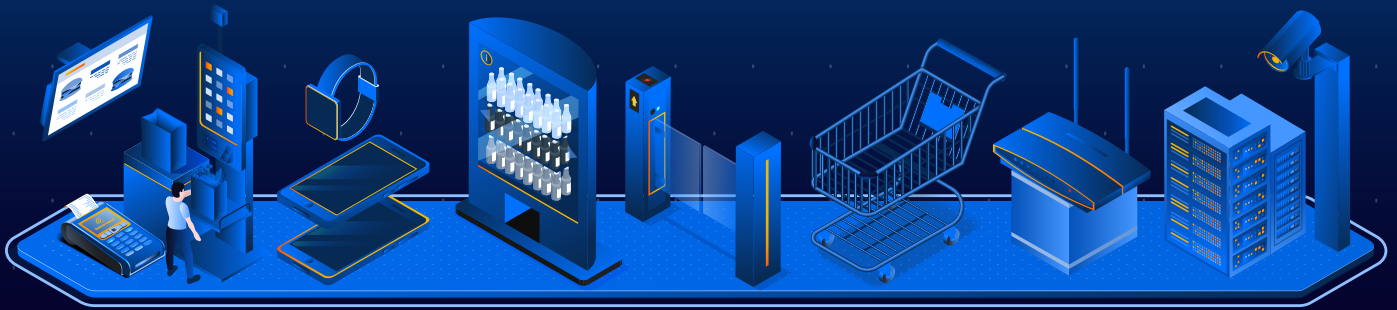
- Up to 60% reduction in technical tickets opened by staff
- Auto-Remediation of 40% of technical failures without human intervention
- Comprehensive asset inventory management and change tracking.
- Corporate management of real-time SLA data
- Up to 75% Reduction in overall mean-time-to-repair
- Improved system uptime
- Increased staff productivity and efficiency
- Reduced capital and operating expenses

### Partnering with Enterprise Organizations and MSPs

In addition to working directly with retail clients, Centerity CSM<sup>2</sup> is a MSP ready platform allowing them to drive unique value for their business by powering the most comprehensive edge monitoring solution for their retail customers. We provide our MSP partners with go to market support and solution training so they can give their customers visibility and control of their distributed edge data and turn it into an asset.

Book a demo today at [www.centerity.com](http://www.centerity.com).

# Wall-to-Wall Monitoring, Auto-Remediation, and Asset Management for Retail.



Point of Sales & Peripherals | Electronic Signs | Mobile & Handheld Devices | Smart Shelves |  
Loss Prevention Devices | Smart Carts | Store Network & Wifi | Back of Store Server | Security Cameras



**CENTERITY**