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 handled 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 CSM² 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 CSM², any hospitality 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

Centerity CSM² also works with enterprise organizations and MSPs to drive unique value for their business by providing the most comprehensive monitoring solution for their hospitality customers. We provide our MSP partners with go-to-market support and solution training so they can help their customers turn their distributed edge data into a valuable asset.

Book a demo today at www.centerity.com

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centerity

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 Servers

Security Cameras

centerity
CSM²

- Real-time IT/OT Monitoring
- Inventory Tracking & Management
- ~50% Fewer In-store Tickets

- Automatic Remediation
- Up to 60% OPEX Saving
- Real-time Business Service Level