



**servicesystems**

Retail Tech Ninjas



# Company Overview

For **more than a decade**, Service Systems has successfully assisted retailers with their **in-store technology needs**. From single stores to retail chains, we develop and deploy solutions globally that address and solve varying challenges.

We are a team of **free-thinking, agile** professionals capable of designing and manufacturing turnkey projects per our customers' requirements. Our in-house **full-stack software and hardware** development teams bring precision and ingenuity to every project, leaving our competition struggling to keep up.

Testifying to our abilities and work ethic, many of our **long-term customers** have been with us **since the very beginning** of our journey.

We are confident that we can provide the **knowledge, technology and passion** for partnering with Service Systems, the decision that makes most business sense -- one **you won't regret**.

# We Are Trusted Retail Tech Ninjas!

Service Systems is a cutting-edge consulting and tech company that partners with forward thinking legendary retailers and other service providers.

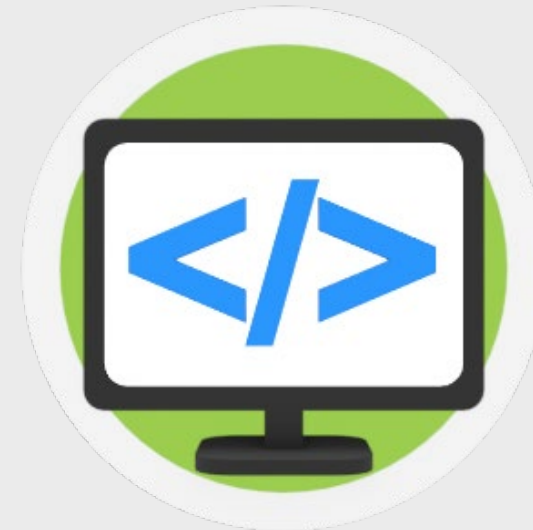
We aim to complement and improve customer experience by developing or deploying various hardware and software tech solutions that amplify a modern approach to operations and customer engagement, ultimately growing your success.



We work with you to create a strategy which enhances your current business processes relating to customer experience challenges within our solutions framework.



Using next-level innovative methods within our agile environment, we design effective solutions that smash the brief.



We push the boundaries of our capabilities to deliver innovative solutions across many hardware and software environments.



We ensure the perfect delivery of your project through step by step implementation processes, to deliver a world-class solution.

Operating from  
**South Africa & Australia**



Solutions in over  
**11 Countries**

## Our Global Footprint

**Teams in**  
Gauteng, Cape Town,  
Sydney, Victoria

**2008**  
established

## Customer Feedback Pads

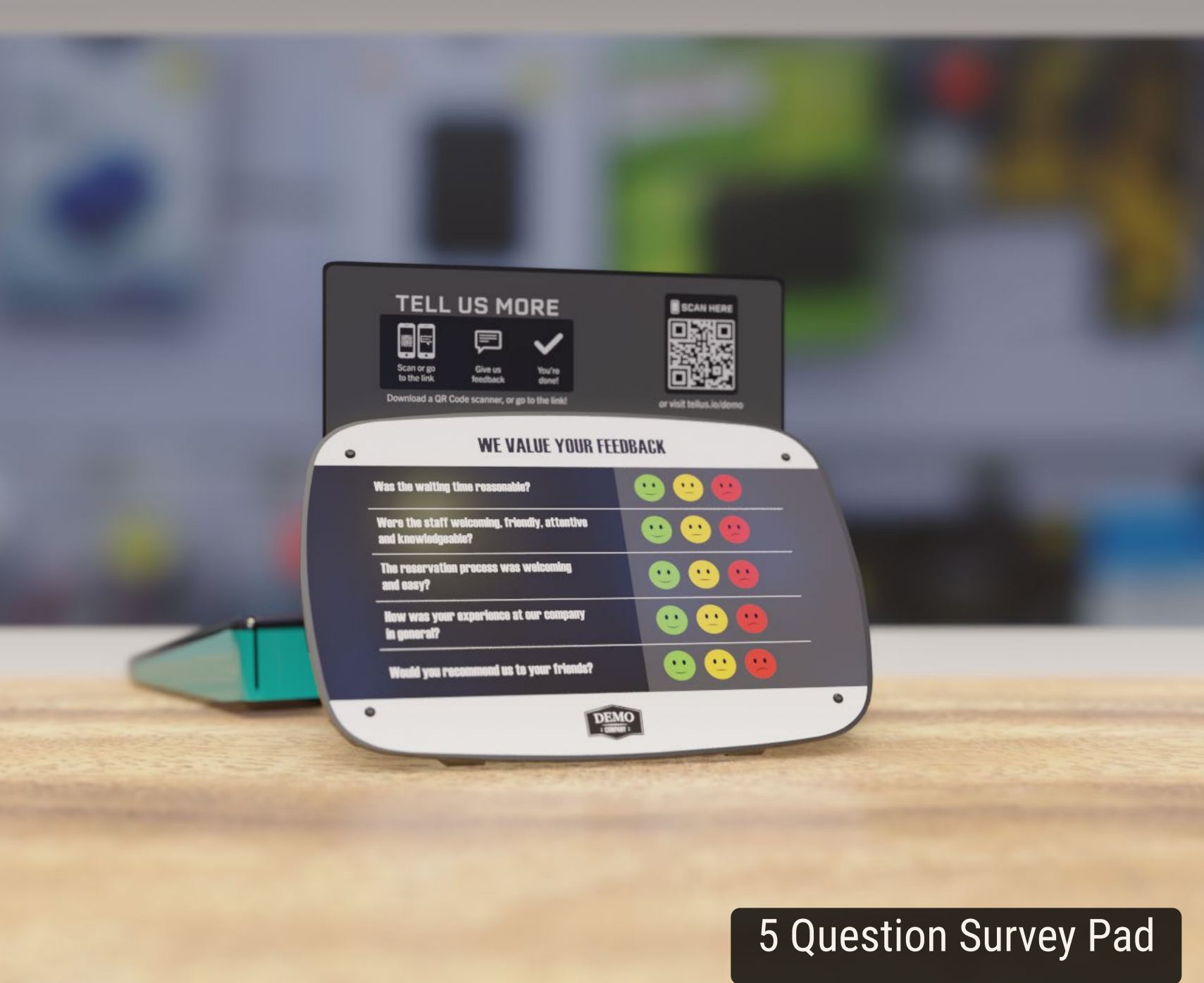
Get answers to the questions that matter most to maintain and improve your business in a simple and easy way with our uniquely awesome Customer Feedback Pads.



Call for Assistance Pad

## Digital Customer Feedback Kiosks

Ask targeted survey questions and gain important User Generated Content (UGC). Collect customer details to chat if necessary, all from a beautiful eye-catching in-store kiosk.



5 Question Survey Pad

## Call for Assistance

Give your customers the ability to let your staff or management know when they need some help at key touch-points in your store.



10" Floor Standing Kiosk



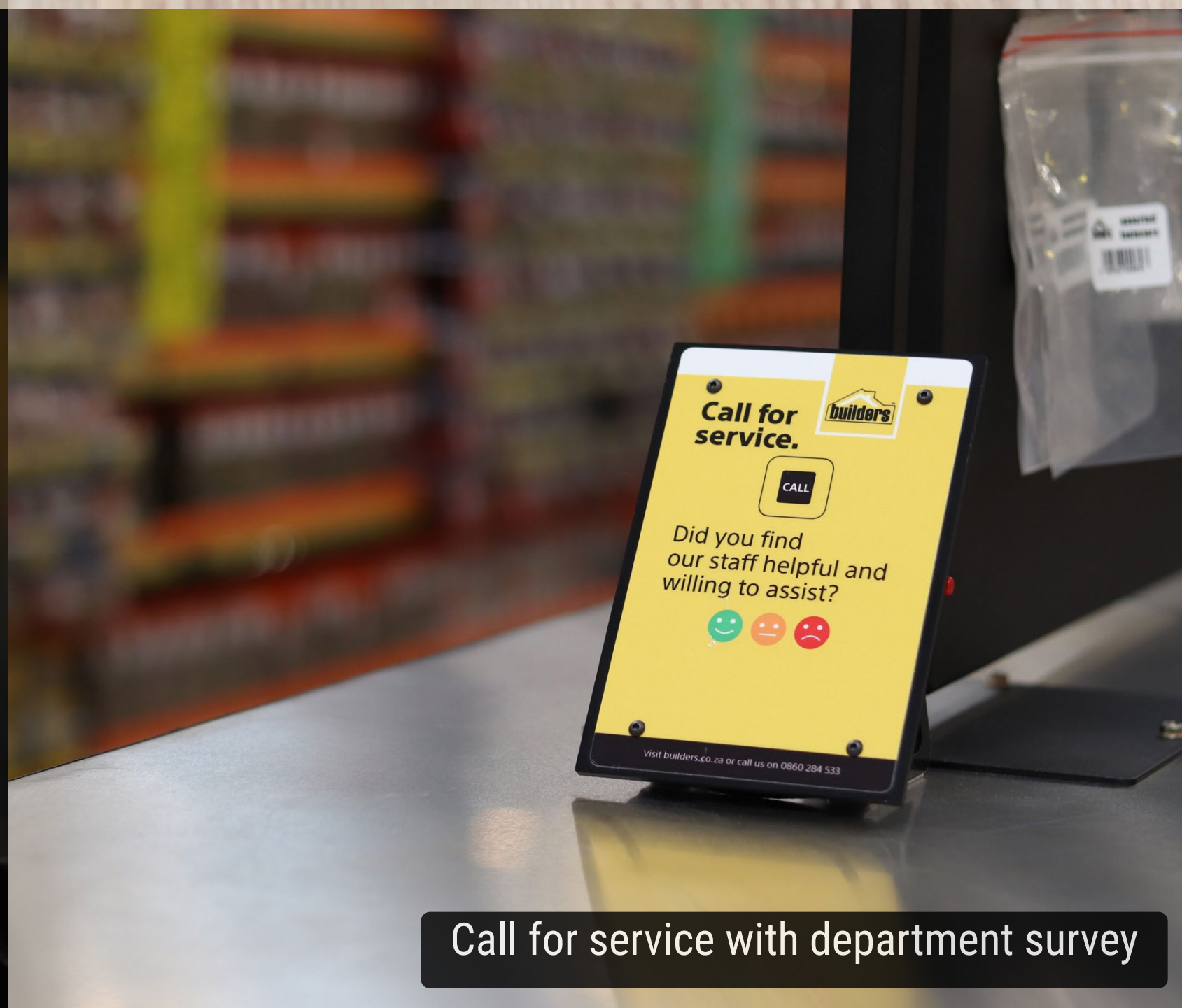
Touchscreen kiosks at convenient locations



Mobile devices with live alerts from devices, carried by staff



5 Question survey pads strategically placed



Call for service with department survey

## Success Story | Massbuild



### Challenge

Builders stores are characterised by their vast size and enormous range of products and services. This poses a challenge in terms of staffing for the simple reason that it would not be economically viable to have a staff member in every section of the store at all times.

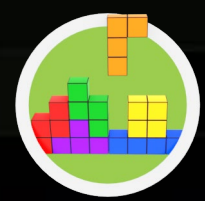
### Solution

Management embarked on a mission to improve the environment by making it easier for customers to get assistance when required and provide valuable input on their in-store experience at the various available touch points. Service Systems was approached to assist with implementing a range of solutions to best suit Massbuilds' needs and environment, such as:

- Call for service with department survey
- 5 Question survey pads strategically placed
- 1 Question survey pads placed at checkouts
- Touchscreen kiosks at convenient locations
- Mobile devices receiving live alerts from devices, carried by staff

# Smart Locker Solution

The convenience of our Smart Lockers is awesome for customers and staff. Take the pressure off the collection of goods, making the process frictionless and fantastic!



Customized hardware and software smart lockers designed specifically to work in your business.



We keep our designs simple and convenient with a user-friendly UI for both customers and staff.



We do all the design and manufacturing of our lockers locally to offer you a better price. Local is lekker!



Improve operations with game-changing data insights and alerts.



# Snake Queue System

We feel the pain of queueing. It's an inevitable part of life, but we can help you bring some order! Keep your customers flowing with our nifty snake queue system.



Make the experience of waiting better for your customers and staff!



Call through more customers when the process is simplified and improved.



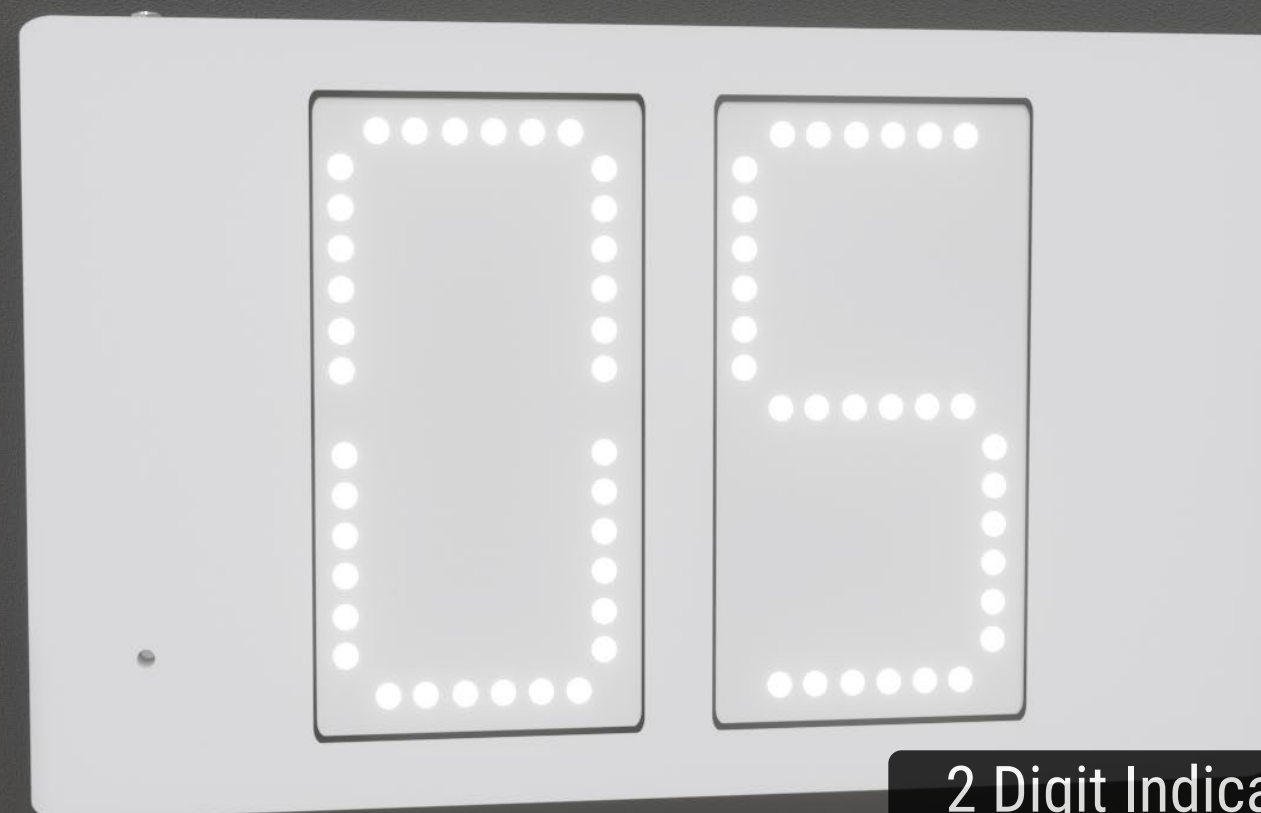
Speed up wait times with a more efficient calling process-obviously our solution, that is.



Display specials and infotainment to your waiting customers. Nothing like eyeballs on the screen.



Snake Queue Management System



2 Digit Indicator



2 Button Call Pad



Snake Queue Management System



Customer & Supervisor Call Pads



TV Display with Infotainment



Queue & Supervisor Alert Lights

## Success Story | SPAR



### Challenge

SPAR received negative feedback from customers on the queue waiting experience. With this information, they realised the need to improve their customer flow and queuing experience.

### Solution

The implementation of Service Systems Snake Queue System has helped SPAR stores to improve customer flow, and have seen an increase in basket spend when running digital advertising on the queue screen. SPAR utilised the following range of solutions to best suit their needs and environment, such as:

- TV Display with Infotainment
- Supervisor Call Display
- Queue & Supervisor Alert Lights
- Customer & Supervisor Call Pads
- 1 Question Survey Pads at tills
- Call for Assistance & Survey Pads at departments

# Ticket Queue Management System

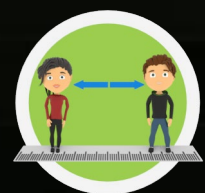
We feel the pain of queueing. It's an inevitable part of life, but it doesn't have to suck! Delight your visitors with one of our fantastic queue management systems proudly made in South Africa!



Make the experience of waiting better for your visitors and staff!



Dash through more visitors when the process is simplified and improved.



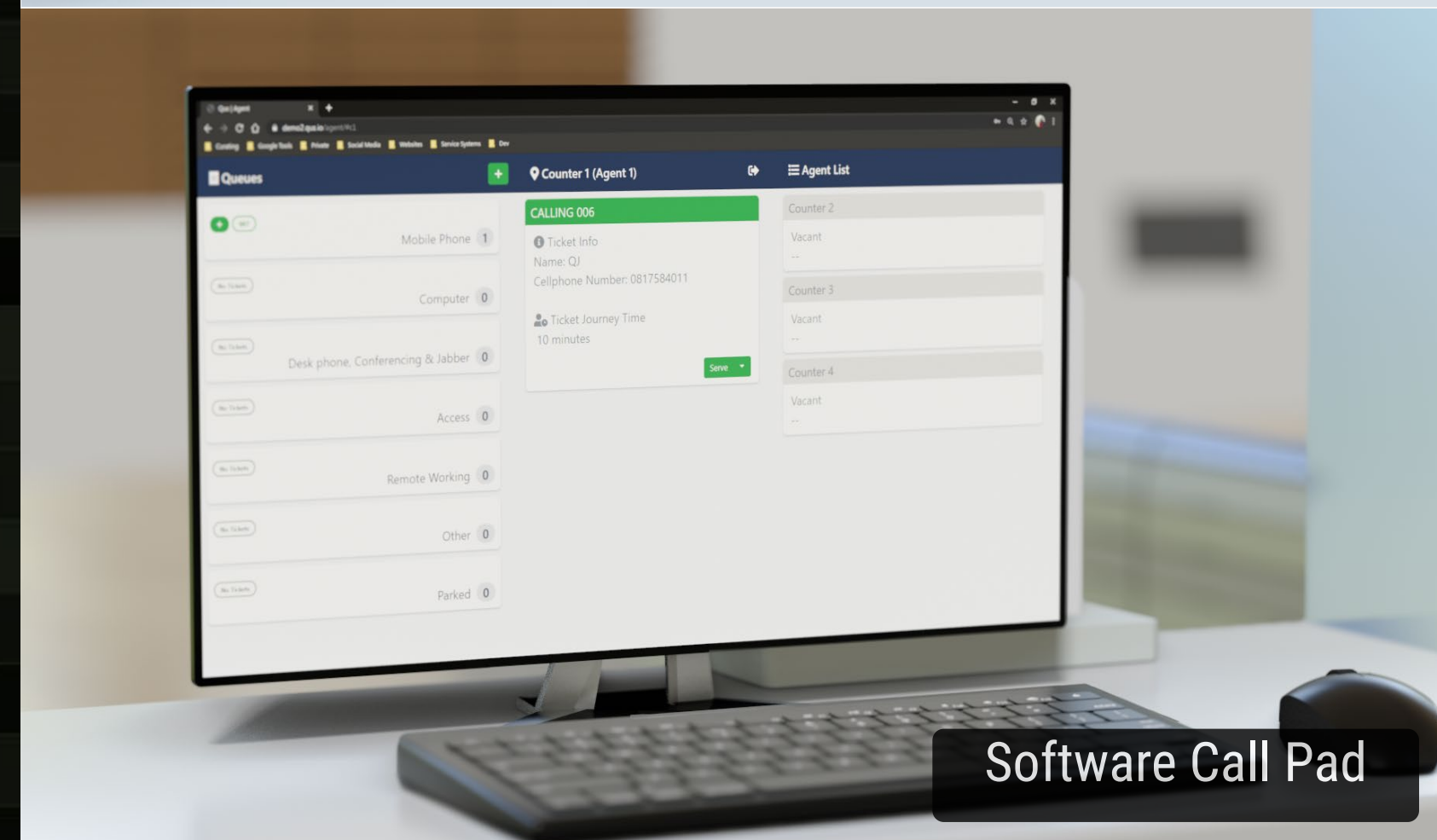
Make social distancing possible by eliminating actual queues.



Improve operations with game-changing data insights and alerts.



Ticket Queue Management System



Software Call Pad



Hardware Call Pad

# Our Awesome Clients

11  
countries and  
growing

150+  
customers and  
growing



# Our Directors



**Ben Prior**  
*Engineering Director*  
*(Project Engineering & Manufacturing)*

Ben started as an Electronic Engineer in the '90s, working on submarine and combat vehicle sight and control projects, then moving into electronic & firmware design (and later Technical Manager) for international traffic control systems and digital display boards.

Ben then redeveloped Agritech solutions into cost-effective, modern, competitive systems used throughout Africa for wireless control and monitoring of irrigation devices.

Ben directs the mechanical engineering and electronic design teams with this wealth of knowledge and over 30 years of experience. His meticulous nature ensures all hardware solutions are designed and manufactured to an exceptional standard.



**Slade Colling**  
*Technical Director*  
*(Software Engineering)*

Slade began his career in electronic engineering in the early 2000's designing and developing various systems, including traffic control products for a US company specialising in traffic control & digital display boards.

He is in charge of the research & development team of engineers and handling the development of custom software requirements. Slade and his team have over 25 years of experience in their respective fields and, specifically, over ten years of experience designing and developing retail-focused technology solutions.

Service Systems Customer Experience solutions have been developed from the ground up (hardware and software) specifically for the retail market. The broad set of technical skills available enabled Service Systems to solve many challenging projects within budget and deadlines.



**Matt Kain**  
*Revenue Director*  
*(Sales, Marketing & Operations)*

In charge of Service Systems revenue streams, Matt leverages his sales, marketing & operations knowledge in the drive for growth, aligning all revenue-generating departments and building strategic partnerships with key customers.

Matt's multi-disciplinary expertise ensures the sales/marketing and sales/operations teams communicate well, share information and collaborate effectively.

With over ten years of experience in the retail and technology industry, from analysis to strategy, management, and business development, Matt's strengths lie in understanding the challenges faced by modern retailers and how to apply technology and digital processes to solve them.