

Elevate Your Customer Experience

Create an elevated shopping experience for your customers. Enhance checkout, integrate in-store and online experiences and keep customers coming back by eliminating friction and empowering your associates with intelligent tools to improve customer service.

Reduce customer wait times by **23%**

Improve customer satisfaction scores

Increase transaction value by **25%**

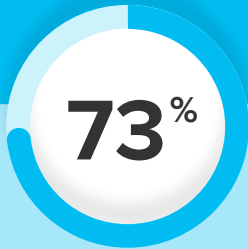
Note: Actual performance may vary depending on, among other things, store environment, product mix and process adherence.

Welcome to
The
Modern Store
by Zebra

▶ Transform Casual Shoppers into Loyal Customers

Curating a better shopping experience is a priority for retailers who are modernizing their operations while managing changing retail environments:

Technology
is changing
shopping habits



of shoppers prefer a blend of
online and in-store shopping

Source: Zebra Vision Study 2023

Customers desire
technology-driven
experiences



of shoppers are “very likely” to continue
to use in-store tech, including personal
shopping devices, self-checkouts and
cashless payment methods

Source: Zebra Vision Study 2023



Using **Zebra’s Modern Store framework**, you can pivot to address changing shopper habits and desires with flexible, scalable tools that transform customer experiences and optimize in-store and online service.

Create Frictionless Shopping Experiences

Leverage Zebra's decades of knowledge to integrate online and offline channels and develop the seamless shopping experiences customers crave. Our Modern Store framework highlights two capabilities that elevate customer experiences:

1 Enhance Checkout Experiences:

- Streamline and accelerate checkout with faster, more accurate scanning
- Utilize innovative solutions that detect item weight, price and quantity
- Provide personal shopping devices for checkouts and returns

The Benefits

- Meet customer needs for fast, simple checkout processes
- Shorten shopper wait times with expanded checkout options
- Reduce friction with intelligent solutions that ease checkout

With the help of Prescriptive Analytics, **Lowes Foods** streamlined the checkout experience by reducing voids by **76%**

2 Improve In-Store Service:

- Empower associates to answer customer questions
- Utilize informative in-store digital experiences
- Reduce wait times and friction with fluid curbside pickup

The Benefits

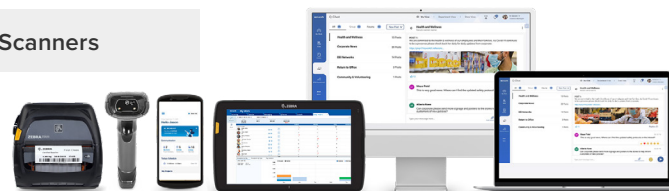
- Provide accurate answers to customer questions with information at associates' fingertips
- Meet customers' need for accurate inventory and product information
- Increase engagement with personal shopping technology

With the help of Zebra scanners and mobile computers, **Schnuck Markets** improved both team productivity and customer satisfaction

Note: Actual performance may vary depending on, among other things, store environment, product mix and process adherence.

Zebra Offerings

Workforce Management	Workstation Connect	Handheld Scanners	Mobile Printers
Workforce Connect	Handsfree Scanners	Desktop Printers	Tablets
Kiosks	Bioptic Scanner		
Personal Shopper	Single Plane Scanners		



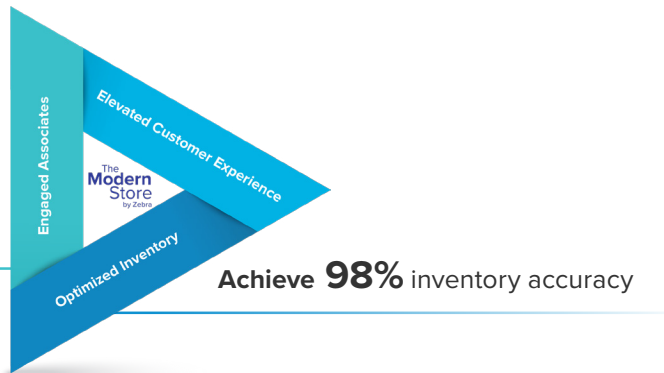
Achieve Elevated Customer Experience

Meet your goals for your associates with Zebra's visionary Modern Store framework, built to improve your customer experiences and satisfaction scores.

Benefit from our robust services offerings, including strategic assessments, solution advisory, implementation and design and optimized configuration to help you drive success.

When your customers are engaged, your business benefits.

Don't Miss the Other Modern Store Outcomes:



Note: Actual performance may vary depending on, among other things, store environment, product mix and process adherence.

Customer Spotlight



With Zebra's Modern Store framework, Lowe's integrated online and in-store operations for a seamless, stress-free shopping experience and **increased associates' time with customers by 20%**

Let's Elevate Your Customer Experience and Build Your Modern Store, Together. Are You Ready?

Contact us to get started

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