



| WANZL CONNECT®

Store management of the future

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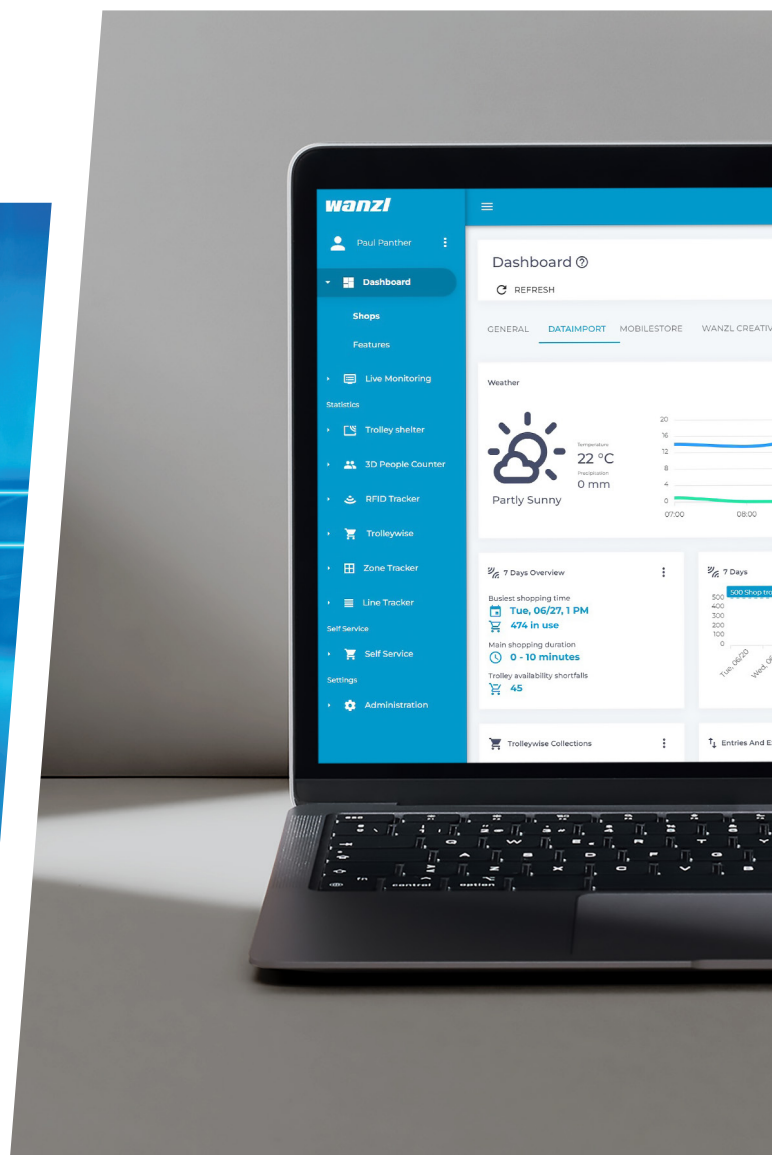
The digital platform for efficient store management

■ **Wanzl connect®** is a centralised, digital platform that enables retailers to effectively control and analyse business processes in the areas of administration and personnel scheduling. As a cloud-based store management system, it has a modular structure and can be expanded to meet individual requirements. Ongoing updates keep the platform up to date and help retailers optimise their operations.

Wanzl connect® offers Wanzl customers a centrally controlled, digital platform with which they can record, analyse, evaluate and, if necessary, control a large number of relevant processes in the areas of administration and personnel management according to their own requirements.

Wanzl connect® is designed as a closed-content "Store Management System", whose individual components are coordinated with one another for the requirements and needs of the retail segment.

Wanzl connect® is modular, cloud-based and can be expanded as required with Wanzl's range of area and function-based add-on modules. These, including the basic module, are continuously updated in terms of functional depth and scope, and are made available to Wanzl customers with corresponding updates.





Hardware requirements

The prerequisite for using wanzl connect® is the use of standard hardware: PCs, laptops, tablets or smartphones that allow online access to the wanzl-connect cloud via standard browsers. Additional peripherals (such as scanners or cameras) can also be added to the existing network.

All information is stored in the cloud, where it can be accessed and also analysed and evaluated using the tools provided.



↑ PEOPLE COUNTERS
Latest sensor technology in use.

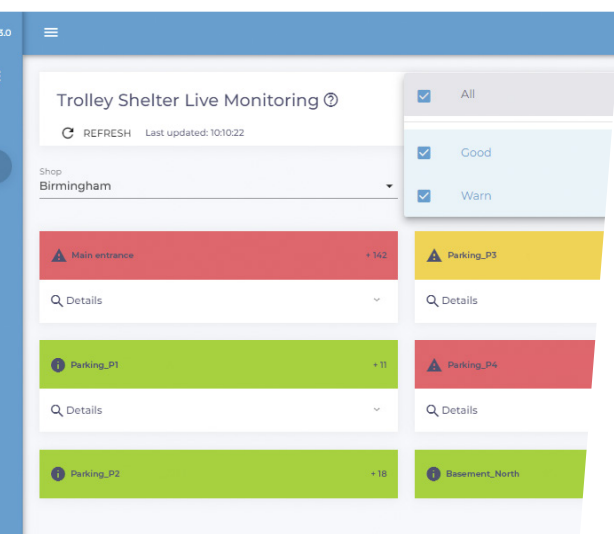
MODULE 1: TROLLEY SHELTER MONITORING

Trolley shelter monitoring

- ✓ *Improved control of shopping trolley fill levels*
- ✓ *Guaranteed shopping trolley availability for customers*
- ✓ *Efficient personnel allocation through minimisation of inspections*
- ✓ *Reduction of external personnel costs*

■ The constant availability of shopping trolleys at the POS is a key requirement for orderly, efficient store operations. Insufficient trolleys or traffic jams in the trolley shelters can significantly impair the desired customer flow and, if they occur repeatedly, lead to the loss of customer retention.

From the store operator's point of view, it is important to ensure that a shopping trolley (ideally the 'right' model) is always available to customers, and that it can be easily removed from and returned to the trolley shelter. This type of automated process should operate as far as possible without personnel allocation during store hours, but in the event of (imminent) malfunctions, it should be designed for rapid notification and correction by the responsible personnel.

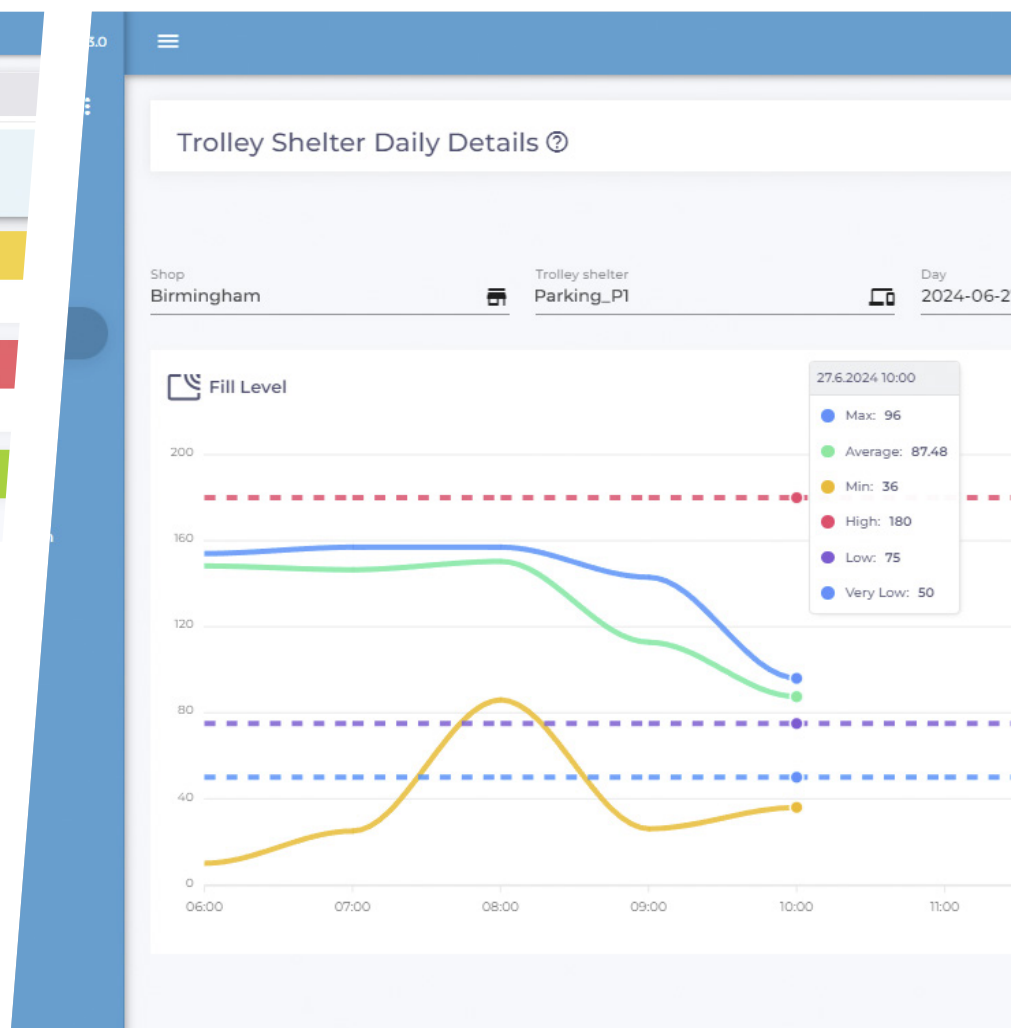


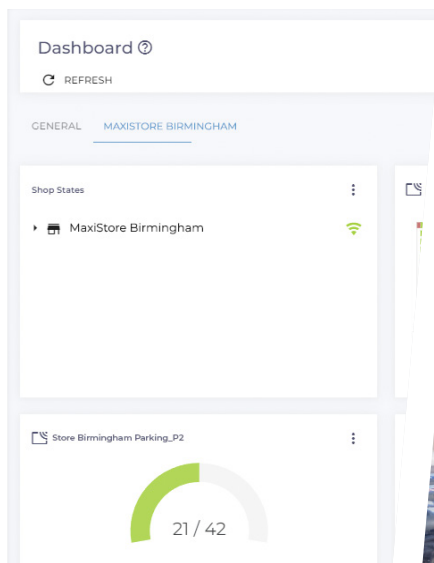
↑ LIVE STATUS DISPLAY OF THE TROLLEY SHELTERS

Users receive automatic notifications of critical fill levels.

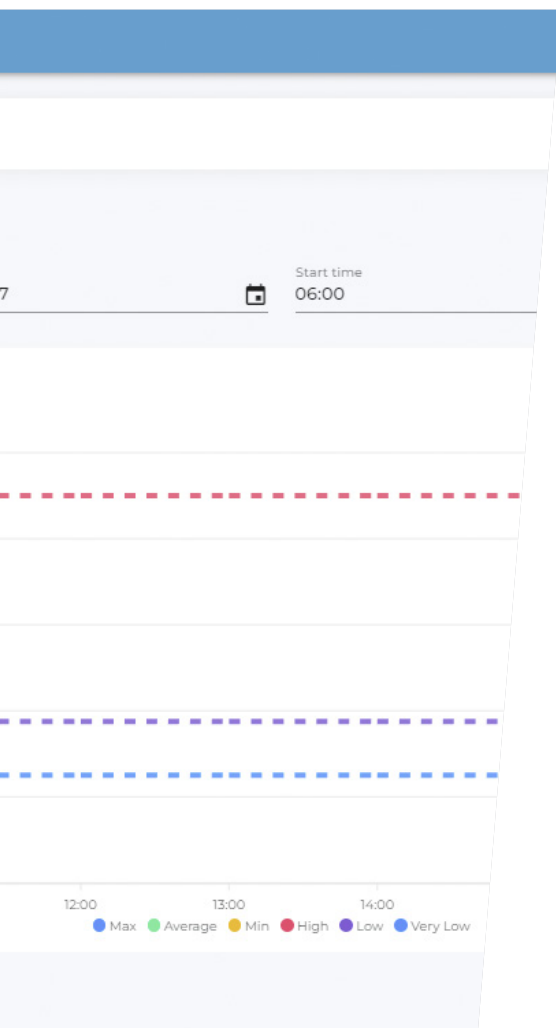
→ DAILY COURSE OF FILL LEVELS

for analysis of trolley shelter stocks.





↑ **OVERVIEW OF ALL TROLLEY SHELTERS**
The dashboard shows the current fill level displays for each trolley shelter.



With **Trolley Shelter Monitoring**, Wanzl's trolley shelter monitoring system, store operators can ensure that their customers always have a trolley available when they enter the store. The benefits of systematic, digital on-site monitoring of the shopping trolley fleet increase with the size of the store entity or the number of trolleys and trolley shelters provided. Real-time live monitoring allows potential over- or under-capacity to be identified in advance, so that appropriate action can be taken by the responsible personnel immediately. This prevents waiting times for customers.

With the technical capabilities offered by Trolley Shelter Monitoring, there is no need to personally monitor the trolley fleet; action is taken only in response to the warning messages issued. Accordingly, the effort required of personnel for the operator can be kept to a minimum.

The technology

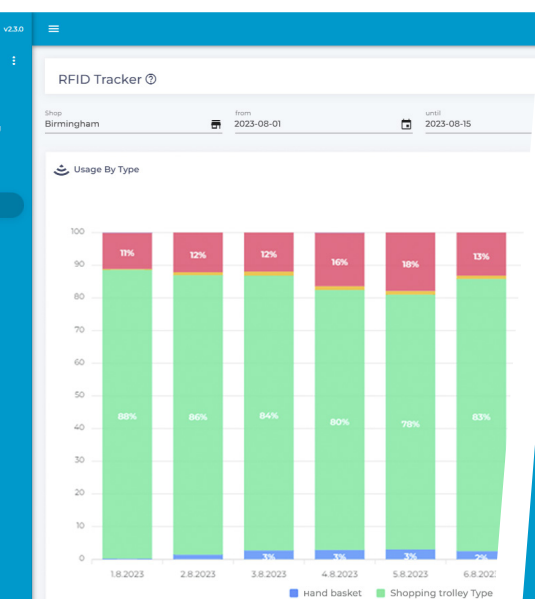
The necessary hardware can be installed selectively, i.e. only on the desired, usually heavily used, trolley shelters. The data collected can be conveniently accessed by logging in using the standard browser in use. From there, they can be evaluated via web access from anywhere and used as the basis for future decisions, such as the purchase of additional shopping trolleys.

MODULE 2: RFID TRACKING

Shopping trolley tracking

- ✓ *Detailed data analysis on shopping trolley usage and shopping time*
- ✓ *Analysis results enable strategic decisions*
- ✓ *Recording of the shopping trolleys at the store entrance and exit*

RFID systems can be used for a wide range of store management applications. The essential functions include automatic registration of shopping trolleys at the store's entrance and exit and in the trolley shelter area. In this function, they can provide comprehensive information that – particularly when combined with other relevant data – enables a precise analysis of customer behaviour.

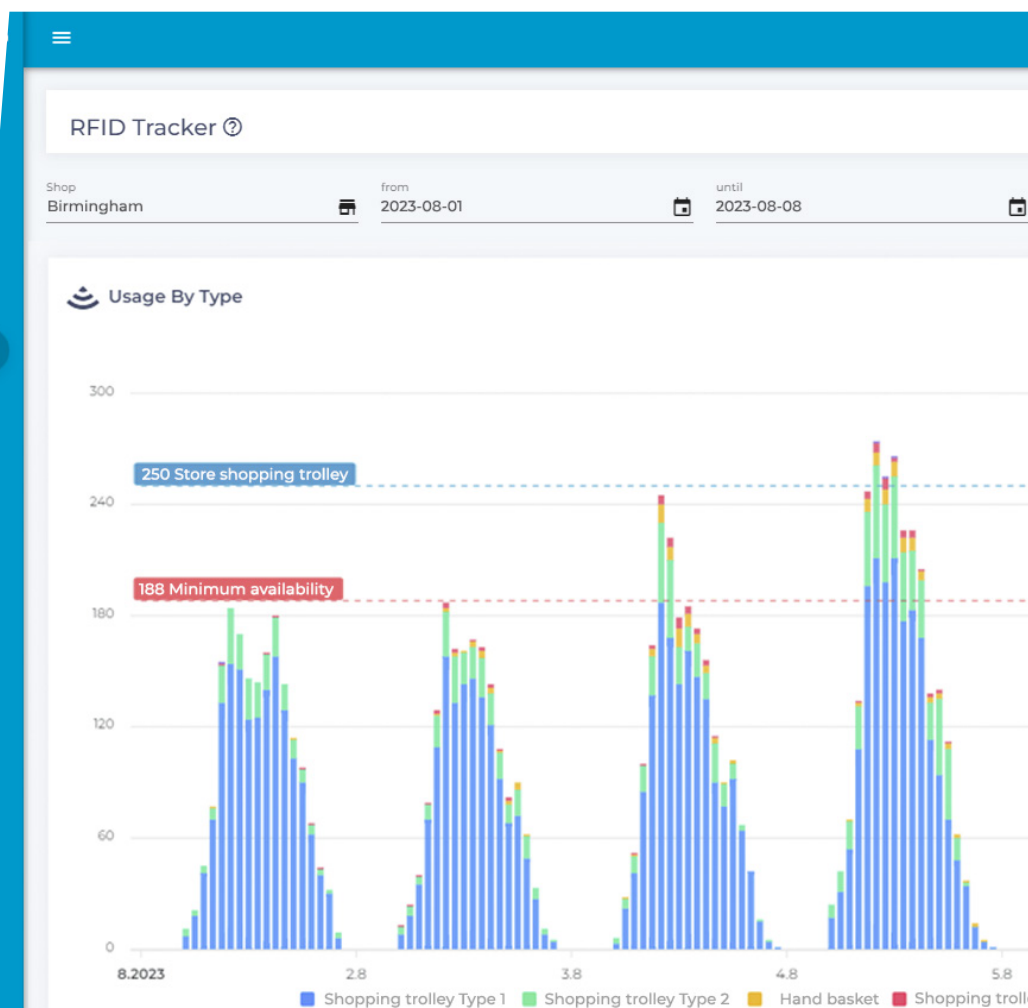


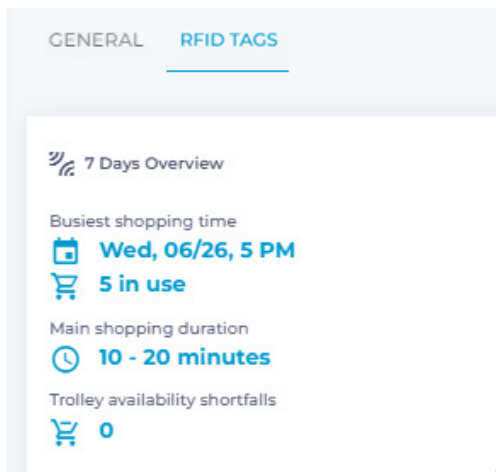
↑ EVALUATION OF USAGE BEHAVIOUR

Daily overview of the use of different shopping trolley types.

→ OVERVIEW OF AVAILABILITY BY MODEL TYPE

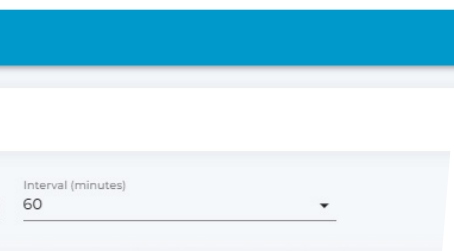
It is possible to evaluate how many shopping trolleys were available within a certain period of time, broken down by model type.





↑ RESOURCE PLANNING

The dashboard can be used to check the availability of shopping trolleys and analyse the usage times of different trolley models. The amount of time customers spend in the store is also recorded. This in-depth insight helps retailers better plan their resources and improve the shopping experience for their customers.



Wanzl uses RFID technology in particular for tracking and, on this basis, for store monitoring and analysis. The resulting data is transferred directly to the wanzl-connect software. Using this data, customers can get a precise overview of the current information they need over selected periods of time and use this information to make the best possible decisions – for example, when buying new trolleys for their own fleet of shopping trolleys.

The hardware placed in the entrance and exit zones records the movements of the shopping trolleys and the software saves them as data. The tools provided by Wanzl enable a number of different analyses or evaluations to be carried out, for example with regard to the number of available or unavailable shopping trolleys. It can also provide information on how long different trolley models are used or how long customers spend in the store.

The technology

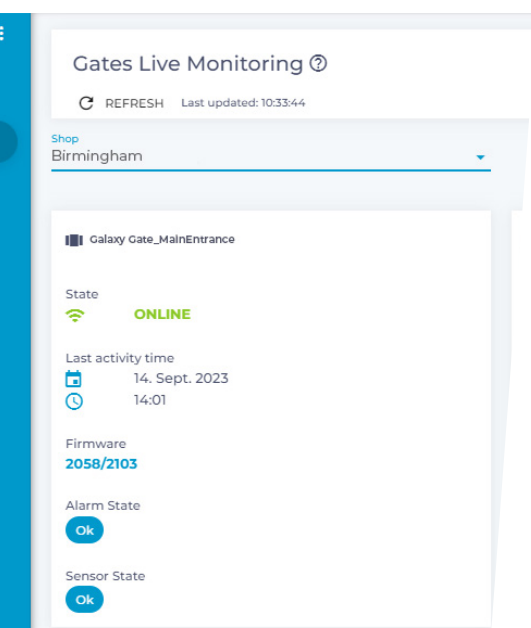
Radio Frequency Identification, or RFID for short, is a method of reading and storing data contactlessly via radio transmission. To use this method, three components must come together: an RFID tag that transmits data to an RFID reader, and the software that stores and transmits the data. The transponder and reader only communicate within a defined zone in which the reader can receive signals from the transponder.

MODULE 3: GATE MONITORING

Monitoring of entrance and exit systems

- ✓ *Central overview of entrance and exit systems*
- ✓ *Recording of store entries and exits*
- ✓ *Fast identification and precise localisation of equipment failures minimises downtime and increases operational reliability*

■ The functionality of entry and exit systems at the POS has become increasingly important in the retail sector in recent years. This is mainly because it is possible to comprehensively track store entries and exits, statistically analyse the associated customer movements and derive the corresponding consequences for one's own store activities.

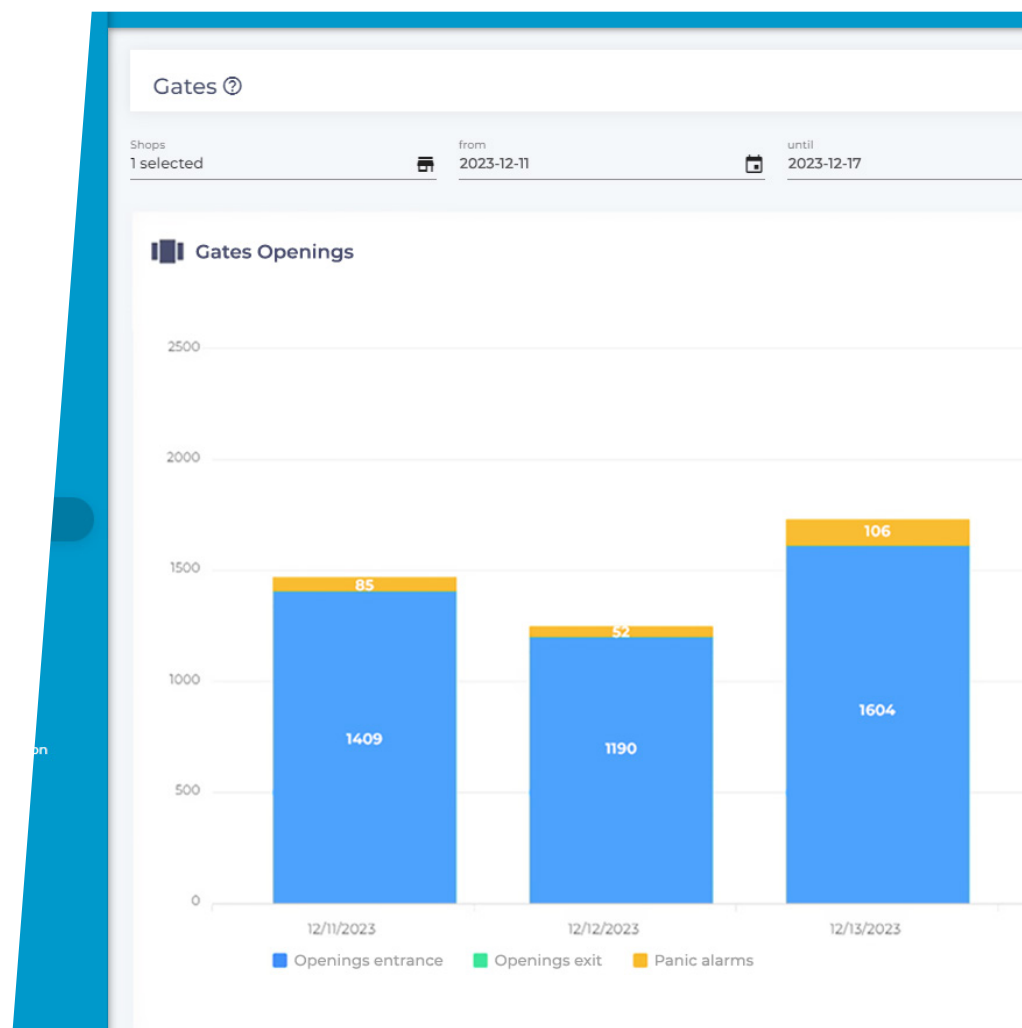


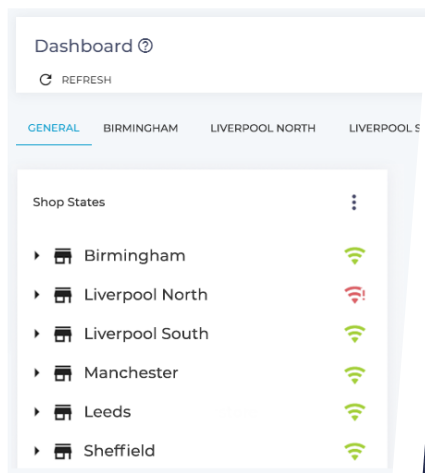
↑ LIVE STATUS OF THE ENTRANCE AND EXIT SYSTEMS

Overview of the functional status of the respective access system.

→ OVERVIEW OF ALL OPENINGS

for analysis of all openings and alarms per access system within a specific period.





↑ **EVERYTHING AT A GLANCE**
The store status shows whether a store is currently online or offline or whether an access system is reporting a fault.



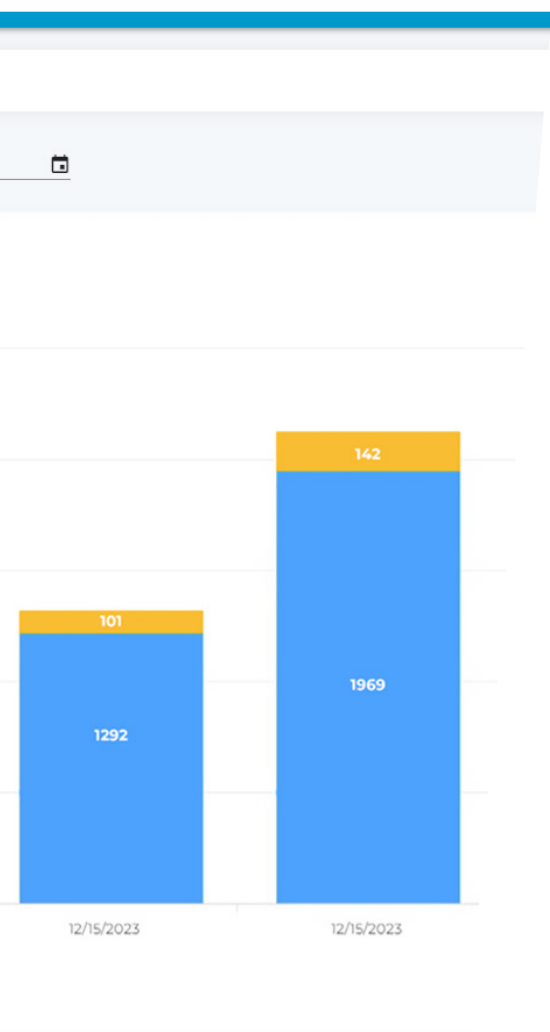
With **Wanzl Gate Monitoring**, we are consistently following our motto for the conception and development of manual and electronic guidance systems:

Steering – guiding – demarcating – protecting

The Gate Monitoring System provides a clear overview of all entry and exit systems within a store area. All information can be accessed via the dashboard and analysed by different categories. Potential equipment failures can be quickly and accurately identified.

The technology

Depending on the specific market situation and environment, Wanzl has a range of system components in the area of control and safety systems that can be combined with each other in terms of the jointly developed safety concept. Gate monitoring is an integral part of such concepts and summarises the information recorded by the relevant entrance and exit systems in a clear form.



MODULE 4: HYBRIDLOC

The electronic locks for shopping trolleys

- ✓ *The data can help retailers optimise operational processes, better understand customer habits and develop targeted marketing strategies.*
- ✓ *Overview of lock statuses to prevent failures and ensure that customers always have a functioning shopping trolley available.*
- ✓ *Analysis of customer preferences when opening the lock.*

■ **HybridLoc marks the beginning of a new generation of deposit return systems.** In addition to the usual use of chips or coins, shopping trolleys with HybridLoc can now be unlocked electronically. Unlocking usually involves using a store app. The necessary functions can be integrated directly into the applications using the Software Development Kit (SDK).

HybridLoc Battery Live Monitoring ⓘ

REFRESH Last updated: 10:38:12

Shops
1 selected

Status
Medium 🟡 Good 🟢

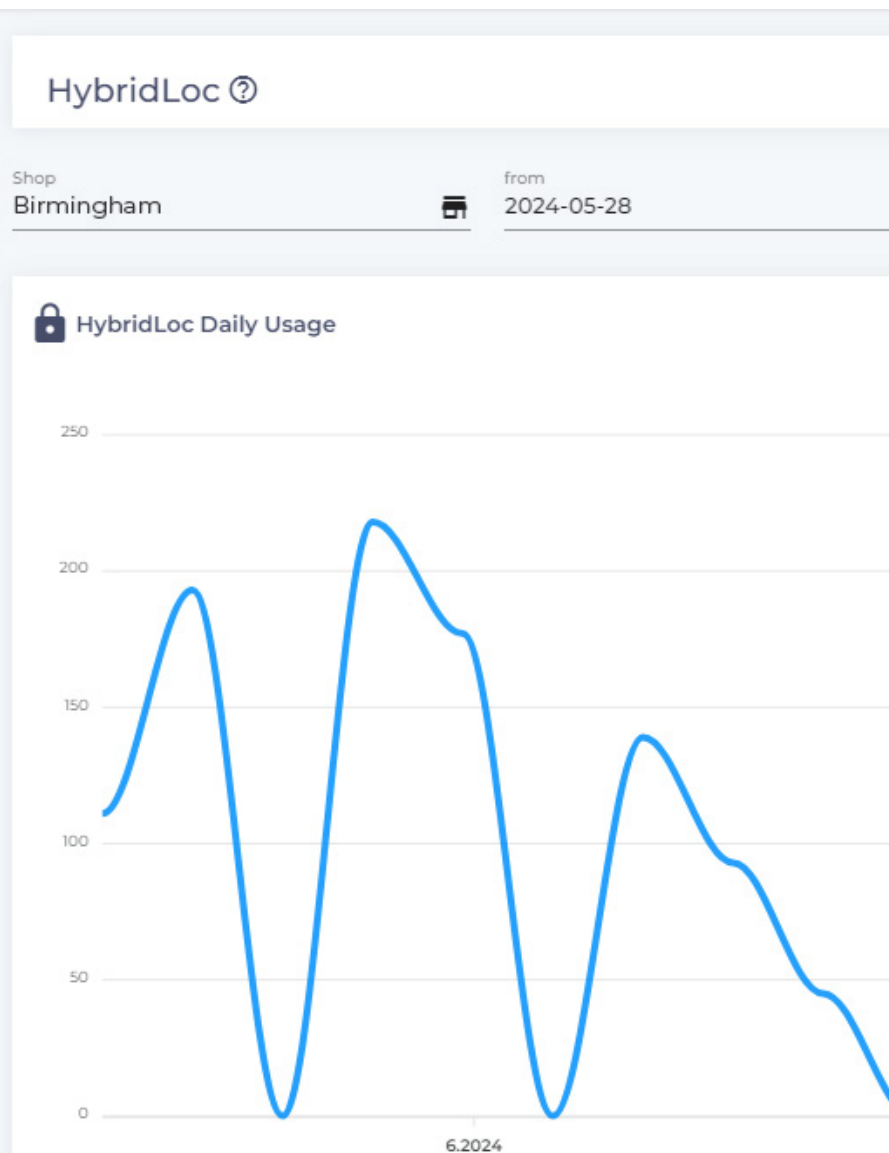
Battery ↑	Lock Id	Firmware	Shop
🟡	C8A2ABD5FA57		MaxiStore
🟡	D4C12D0BA8E6		MaxiStore
🟡	DB80A6740FB7		MaxiStore
🟡	E43E5C990EC7		MaxiStore
🟢	C13BA54BB0FB		MaxiStore

↑ BATTERY REPLACEMENT NECESSARY?

The overview shows the respective battery life of all HybridLocs.

→ USAGE ANALYSIS

The line graph clearly shows how often all the HybridLocs are used within a day and over a period of time.





↔ FUNCTION

To open the lock, the smartphone is held briefly over the activation field when the app is open or closed. The mechanism of the lock opens and shopping can begin. The technology is based on near-field communication (NFC), similar to mobile payments.

The lock can also be unlocked as usual with chips or coins for those without a smartphone.

The benefits of such a digital unlocking solution for both retailers and consumers are many: When using HybridLoc locks, the main benefit for retailers is the integration into a (pre-existing) store application. With this app, they have extended access to customer information via wanzl connect, e.g. on the use of shopping trolleys (usage times, peaks, etc.) and the locks themselves (opening with coins/chips versus customer app, battery status). By 'docking' to the app, they can pass on sales information, present current offers or – for example, when a shopping trolley is returned – build customer retention by issuing vouchers or coupons.

If information, coupons or offers can be added value and integrated into the overall shopping experience, customers will also benefit from the use of HybridLoc. Contactless payment also eliminates the need for chips or coins. If these are not available, the trolleys can be easily removed via the app.



until
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