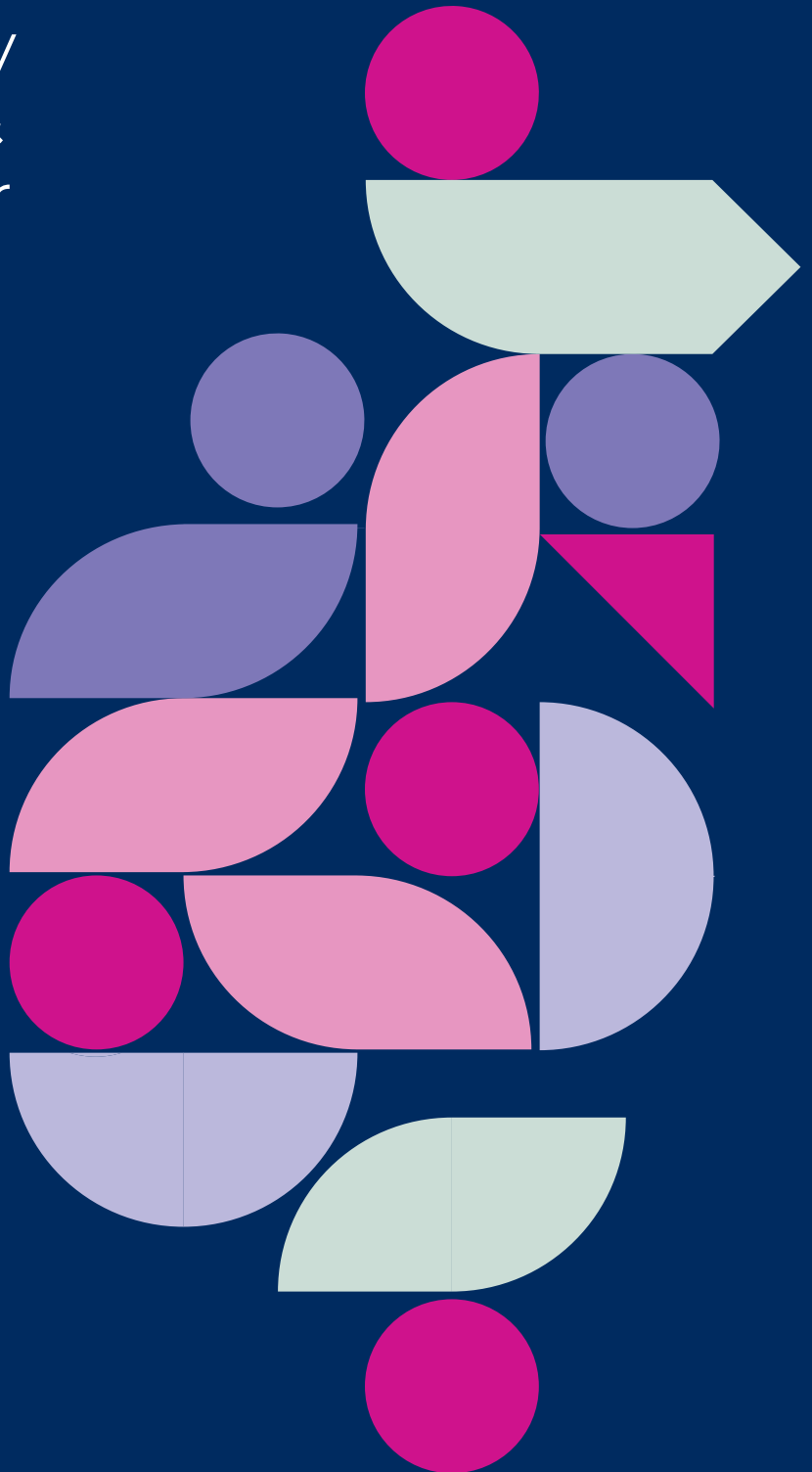


Technology  
Solutions &  
Services for  
**Retail**



**Hansab**



Our vision is to be the  
leading partner in  
innovative technology  
solutions.

Our mission is to make your  
life easier and secure.



## Hansab Solutions & Services for Retail

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# Retail Software

## **Run a smarter, more competitive & more profitable retail business**

Success in today's retail environment means managing an increasing combination of business challenges. Your capacity to do this efficiently is what drives your growth. The complexity of product features and the constantly changing product variables means you have to streamline every business process. Consolidating the software you use throughout your business into one, retail software suite takes care of all of your business needs. By combining them all, the data flows quickly, easily and accurately.

Hansab offers retail software solutions to help retailers optimize their store operations to exceed customer expectations, provide full transparency between stores and headquarters and facilitate the ability to drive decision making centrally as well as locally in stores.

### **SOFTWARE BENEFITS:**

- ▶ End to End Retail Management Solution
- ▶ Seamless integration with multiple ERP and third party applications
- ▶ Highly scalable - from single store to hundreds of stores
- ▶ Loyalty Management through all touchpoints
- ▶ Ease of deployment, use and maintenance
- ▶ Low Cost of Ownership



The product portfolio consists of a number of standard products specifically designed to solve retailers' challenges. The products are independent of each other but at the same time are well integrated which gives an increased value to the customers who choose several products from the portfolio.

Solutions offered by Hansab are built on modules so you can pick and choose the perfect fit for your retail chain. When choosing modules you only choose what you truly need, and of course, you can easily scale up the solution as your business grows.

### Retail management

- ▶ Product information management
- ▶ Campaign management
- ▶ Poster & label design
- ▶ DWH, BI & Reporting
- ▶ Fresh food management, including Recipe management and In-store production
- ▶ Mobile access
- ▶ Mobile back office

### Stock & Replenishment

- ▶ Inventory management
- ▶ Order & Purchasing management
- ▶ Auto store
- ▶ Replenishment
- ▶ Pick & Collect
- ▶ Mobiles Access
- ▶ Mobile back office

### POS & In-store Solutions

- ▶ POS
- ▶ Self Checkout
- ▶ Mobile POS
- ▶ Selfscan Attendant

### Warehouse management

- ▶ NYCE.LOGIC WMS
- ▶ Wholesale & B2C
- ▶ Mobility and Voice
- ▶ 3PL process support
- ▶ Product kit support

### Pharmacy Retail & Dosing

- ▶ Pharma Suite
- ▶ Pharma OMS
- ▶ Pharma DOSE
- ▶ Pharma Online





# Card Payment & Integration

**Card Payment has very high requirements for security to ensure safe transactions. The card payment technology is constantly under supervision of card payment organisations. Hardware and Software needs to be Payment Card Industry (PCI) requirement compliant while the solution itself needs to stay user friendly and quick.**

Hansab smart terminals and payment modules cover all points of transactions: unattended, multilane, in-store, outdoor and mobile. They meet the latest security standards and support any cashless payment method. Their multimedia possibilities offer a rich consumer experience to many industries, including hospitality, retail, parcel delivery, petrol and transportation.

Card payment terminals utilizing the locally made software provides the connectivity to major Baltics acquirers and ensures the compatibility with all security requirements. The Card Payment Solution includes PosXML extended functionality, which enables Third Party Sales solutions to gain more control over the card payment process and makes cashier operations more effective. Our built- in integration functionality enables POS systems, kiosks and finance systems to add card payment in the way that all sensitive card data is processed by the card payment terminal. This minimizes the need for PCI requirements scope for the sales system.







## Solution main features:

**Usable as an integrated solution.** Whilst PIN Pads can only work as integrated to sales systems, the terminals can work also as standalone card payment devices. Later if the merchants want to extend their sales system functionality the same devices will work.

**Approved for Baltic business.** All Major Acquirers and Processors including Swedbank, NETS, SEB and Luminor and LHV are supported by our terminals.

**Future proof.** All offered solutions are PCI PTS, PCI PA DSS compliant.

**Quick transactions and cost effective communication.** Terminals have powerful and secure processors which perform quick card payment transaction in safe way and take benefit of modern communication technologies

45

Kaardimakse

,62€

sisesta pangakaart kaardimakse  
terminali ja jälgi juhiseid terminali  
ekraanil.

ing Payment on the Terminal...



MARKU



# Retail Point of Sale (POS)

From changing consumer behaviours to disruptive online-only retailers, the retail industry is shifting too fast to let a siloed legacy POS system hold you back. It's critical to be agile and flexible—and that's where Hansab comes in. We help you roll out new capabilities, respond quickly to market changes and get your enterprise ready for the future with an open, flexible architecture.

Three possible integrations:

- ▶ Regular checkout
- ▶ Self-checkout
- ▶ Mobile checkout



## Key features of POS Software

**Employee Management.** Point of sale software will minimize the time spent on schedules and schedule enforcement. The advantages of Point of Sale combined with access control capabilities ensures employee identity is verified for clock-ins and access to your system—especially for functions including voids and returns to minimize shrinkage from employee theft.

**Accepting transactions.** POS software should be clean with a modern interface that highlights speed and usability. Also, your clients will want to pay with everything from traditional cash to their smartphones so it's essential to cover your bases and offer all possible payment methods. It's important that the software you choose will help you check out your customer quickly and also easily train new staff on how to use it.

**Inventory management.** This tool will help you stay on top of your inventory on a day to day basis. It's important that the software allows you to simply create products and also import them. This is especially time-saving when you have new products or large orders.

**Loyalty management.** Unlike the manual method, POS systems allow you to track your customer's details. You can easily tell the best products for each customer. This can be very useful when you create products, offers and promotions for your customers.

**Reporting and analytics.** Reporting and analytics are broad concepts, and their implementations in software can range from simple to extraordinarily complex. In general, you'll want reports and analytics that cover the following areas of your business like sales (understanding the sales performance of your products), inventory (tracking inventory levels, costs and more), marketing (measuring the impact of marketing campaigns, customer loyalty programs) and more.







# Retail Cash Management

**Automated cash management solutions effectively help cash-based trading or service organizations to minimize, and in some cases eliminate, security and human error risks and also reduce costs to manage money and save employees time.**

It not only gives you efficiency, accuracy, and security for your business but with the right technology on your side, you can be confident that you will get the most out of accepting cash in your business.

## **How does it work?**

Automated cash management solution operates on the principle of a closed money management system. The customer, who wishes to pay at the checkout for the goods, places banknotes and coins in the appropriate receivers of the machine. The system calculates the amount to be refunded and the customer withdraws it from the special cavity.

The money in the machine goes into one of the money holding modules, which is stored until the end of the business day. At the end of the business day, the system transfers the money collected to a cash-in cassette, which, once unlocked, is transferred by the store employee to the back office machine, which recalculates the money and provides the final daily income data.



## WE OFFER

**Tailor made integration of the cash handling system to the customer's ERP.** These software solutions are always customer specific which also ensures that every customer gets the exact solution that suits and serves their business needs.

**CIT service.** With highly intelligent cash handling devices and Hansab CIT services, the customer doesn't even have to think about the CIT service anymore, as all collections and refills of the machine are carefully monitored and organized by Hansab (Estonia only).

## BENEFITS

- ▶ Cashiers no longer have to physically touch the money
- ▶ The machine itself checks the authenticity of the banknotes, eliminating the risk of counterfeiting
- ▶ Machines are far more resistant to external attacks, robberies, and theft than cash stored at the cash register
- ▶ Eliminates security and human error risks
- ▶ Reduces costs to manage money and saves employees time





-015



**“Cashiers are no longer in contact with cash. They do not need to calculate the amount of money they receive and give a return, eliminating the possibility of return errors by using the terminal”**

- ▶ Linas Matkevičius, IT Services and Project Manager at Alliance Aibé



The image features a dark blue background with several decorative geometric shapes. In the top right corner, there is a cluster of shapes including a light green semi-circle, a purple circle, a pink semi-circle, and a pink triangle. On the left side, there is a vertical arrangement of shapes: a pink circle, a pink semi-circle, a pink circle, and a pink semi-circle. At the bottom, there is a horizontal arrangement of shapes: a pink circle, a pink semi-circle, a purple semi-circle, a pink circle, a pink semi-circle, and a light green semi-circle. The text is centered in the middle of the page.

As many as **79%** of  
the population of the  
eurozone countries  
make *payments by*  
*cash* and only **19%** *by*  
*card*.



AVOKADA  
TUKSU KÖRTELE  
0,74  
EUR

AVOKADA DÜZ  
TUKSU KÖRTELE  
1,49  
EUR

SUNNKE AVOKADA BEST OF  
THE SUN  
2,99  
EUR

Galilee  
AVOCADOS

www.purplepride.nl



# Electronic Shelf Labels & Video Rails

**Changing paper tags is inefficient. Often prices at checkout and on the shelves differ. Retailers aren't able to provide instant discounts.**

An electronic shelf label (ESL) is a system used for displaying product pricing on shelves but now it is much more than that.

ESLs play a much bigger role in giving information to staff and customers. They are “micro web pages” that display essential omnichannel data. These elements enhance the in-store user experience by saving time and helping both staff and shoppers make informed decisions.

Trending automation in the retail industry is the key factor that drives the growth of the electronic shelf label market. Moreover, the necessity for more cost-efficient and less time-consuming alternatives to paper labels fuels market growth.

Based on product type, the market is categorized into LCD, segmented E-Paper, and full-graphic E-paper. By component, it is divided into displays, batteries, transceivers, microprocessors, and others. Based on communication technology, it is segmented into a radio frequency, infrared, near field communication, and others.

## **IKI store in Mindaugo street, Lithuania**

*Paper-based labels in all store departments were replaced with Electronic shelf labels.*



## Benefits:

- ▶ enables retailers to connect and digitally transform their physical stores
- ▶ improve operational efficiency
- ▶ inform and serve customers
- ▶ ensure information integrity to continuously optimize on-hand inventory
- ▶ automate low-value-added processes
- ▶ prevent stock-outs and waste
- ▶ create an omnichannel service platform that builds loyalty and meets evolving consumer expectations.



## VIDEO RAILS

**New interactive display that gives stores the ability to leverage Full HD screens to enhance in-store shopper marketing experience and optimize store operations.**

It lets store staff adjust prices and merchandising in-store with a touch interface located at the bottom of each Rail display. Staff can also adjust brightness with a single touch, on all shelves.

Video rails have a fully secure platform both on hardware, with directly embedded components without any external interferences, and on software.

Through the IoT Cloud platform, you can manage price changes, campaigns and coupons synchronized with all POS systems. The Rail platform is directly connected to the shelves, optimizing processes and enabling unparalleled intelligent operational agility. You can engage directly with shoppers at the shelf by displaying creative and dynamic content. Advertise about products and marketing campaigns at the moment of purchase, through a single platform.





“We are working in a very dynamic field where prices sometimes are forced to change several times a day. It is impossible to physically change prices at this frequency. Attempts to do this would result in errors. We demanded that customers at our point of sale always see the real prices, the same ones that are online”

- ▶ “Novastar” director Paulius Lingys.





Samsung SM-G965FZBDSEB

**659.99**

6 00164 10877 SM-G965FZBDSEB





# Security

**Securing retail stores is demanding. The pressure to ensure the safety of employees and customers, minimize costs, and maximize profits makes it essential to reduce shrink, prevent inventory loss, and efficiently manage a wide variety of risks.**

**Meeting these requirements means understanding legacy systems and new technologies, staying up to date on industry regulations and the needs of other internal departments, and finding the right solutions for numerous challenges.**

Hansab is committed to delivering cutting edge solutions tailored to the needs of retailers. We realize that you are looking for powerful solutions for loss prevention, asset protection, hold up and duress response, risk and liability mitigation, and workplace violence protection. We know that you strive for compliance with business protocol and ethical business conduct on a daily basis. With our security solutions, you can focus on your customers.

## Challenges:

- ▶ Shoplifting and theft of products
- ▶ High employee turnover within a traditional physical hardware lock-and-key environment leads to expensive rekeying lock costs
- ▶ Keeping an eye on unattended areas
- ▶ Monitoring multiple sites remotely
- ▶ Keeping customers and employees safe



## ELECTRONIC ARTICLE SURVEILLANCE (EAS)

Electronic Article Surveillance (EAS) is considered the most successful and effective and scalable anti-shoplifting system available. EAS Tags are attached to merchandise and removed or deactivated by shop staff at the till at the point of purchase. Electronic Article Surveillance (EAS) antennas are placed within pedestals at the exits of the store. EAS alarm systems are triggered when someone leaves a store or building with a product having an active tag or label attached to it.

Hansab offered EAS systems are engineered and manufactured for superb detection and deactivation performance, durability, ease-of-use, and aesthetics to match any décor.

**There are several types of EAS solutions available:**

- ▶ RF (radio frequency) systems
- ▶ AM (acoustic-magnetic) systems
- ▶ Systems combined with RFID
- ▶ Systems that are RFID-ready
- ▶ RFID only





In 2019 **33%** of the **Electronic Article Surveillance (EAS)** market was captured by the Radio Frequency segment.



**MaxMara, Estonia**

The store is provided with electronic article surveillance, video surveillance, security alarm and cash desk devices.



## ACCESS CONTROL

Access control ensures accessibility to technical and service areas for only authorized personnel, preventing unauthorized subjects from entering.

The system can be integrated into time and attendance control that enables a precise overview of the employees working hours and movements. With central software access control can be managed in different locations/shops throughout the country. With biometric access control the system is even quicker, easier and profitable.

### Access control benefits:

- ▶ Preventing the loss of wages
- ▶ Diverse working hour tracking
- ▶ Calculating compensations for business trips, special assignments, overtimes, and work-shifts, in addition to the employee's regular time of coming and leaving to work.
- ▶ Wage calculation
- ▶ Human resources management





## FIRE SECURITY

**Video-based fire detection uses cameras with intelligent algorithms to identify smoke and flames at the earliest stage.**

If an indication of fire or smoke is detected, an alarm is immediately triggered, and the location is pinpointed in the control room. This provides time-critical information that staff need to respond quickly to prevent damage to stock through fire or unnecessary activation of a sprinkler head. Video-based fire detection systems help to prevent loss of life, loss of inventory and stock, and other business disruptions.

## VIDEO SECURITY

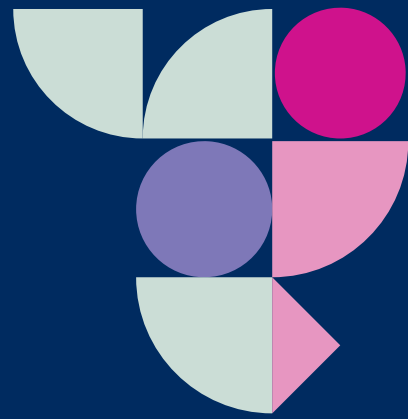
**Intelligent security cameras help to detect unsafe behaviour or actions that may indicate an event is about to occur.**

Cameras, typically installed inside, are intended to monitor both customers and employees and ensure a safer store environment for everyone. HD cameras should be equipped to pan, tilt, and zoom for 360-degree coverage of all areas of the store, including likely targets for the customer and employee theft like small, valuable inventory or exchanges occurring at the cash register. A surveillance camera system can also help store managers check that employees are following procedures and resolve incidents armed with the confidence of security footage.









**PetCity, Baltic Countries**

*All the stores are provided with video surveillance solutions and security gates to prevent thefts.*

“Modern livestock centers cannot survive without 21st-century **digital solutions**. We are pleased that Hansab is able to offer a wide range of services and as a result PetCity stores, clinics, the barbershop can provide not only **high-level security systems** but also a **cozy and pleasant environment** for our customers - both hosts and their pets”

- ▶ Maris Pāvilsons representative at PetCity



ŽIAI

Butiq.lt



PLAČIU

RODYTI KELIĄ



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PEP



INFORMACIJOS  
CENTRAS



# Digital Signage

**Digital signage is a rapidly growing communications medium that offers a wide range of exciting ways to engage with customers, enhance brand awareness, increase sales and much more. Digital signage refers to the use of technologies such as LED or projection to display digital multimedia content including images, video, text, weather information, RSS feeds, Tweets and much more.**

Digital signs can do so much more than traditional printed store signage. When compared to stagnant print advertising it allows your customers to make a real connection with your brand. They can be interactive, boosting customer engagement and also raising brand awareness.

## Challenges that Digital Signage addresses:

- ▶ Engaging customers
- ▶ Informing customers faster and providing them with relevant and more personal details
- ▶ Keeping marketing strategy up to date
- ▶ Creating and adapting marketing materials (posters) quicker
- ▶ Avoiding printing costs and long processes while creating material

### **Shopping mall “Panorama”, Lithuania**

*6 information terminals with 46-inch touch-screens were installed with tailor-made wayfinding and information systems.*



„We started to draw the initial task of the **Digital Display Project** 2 years ago. Describing the needs of the marketing content and finding the suitable software took the longest time. The project was complicated, but fortunately, there were many professional parties involved, and today we can announce with joy that we have successfully implemented the internal screens project and that has taken the in-house marketing and communication to a completely **new level,**“

- ▶ Liina Männama, Kaubamaja Development

**Shopping Mall “Viru Keskus”, Estonia**  
*Transparent LED Media Window was installed which is based on the integration of small LEDs between two panels of a double-glazed window*





Digital Signage



Hansab team has a deep understanding of digital signage and multimedia solutions offered to customers. Our staff members know the importance of every nuance and are ready to assist whenever it might be necessary. We get that only the right choices can have a high-impact and maximize return of your investments (ROI).

Digital signage software is a key component of a digital signage investment which can save a lot of screen operating costs. It allows you to create, import and manage your messages, alerts and media, schedule those messages to appear on the displays or portable devices of your choosing and deliver them to your audience within minutes.

Hansab is able to give you full support on the industry's friendliest user interface, along with straight-forward and intuitive navigation software. According to your company marketing strategy and IT regulations, Hansab will select the right software solution to streamline your communications more efficiently and effectively.

## How Does digital signage work?

### **A content management system (CMS)**

This is where images, graphics, information and videos are uploaded to be displayed.

### **A digital signage player**

Once information is uploaded to CMS it is sent across your network to your media player.

### **A digital screen**

Your content will appear on the digital screen.

-037

**68% of customers**  
note that digital  
signage would make  
them **more likely**  
**to buy** advertised  
products

**Olympic Casino, Latvia**  
7 indoor LED screens in  
the size of 2.5m x 3m.

Digital Signage



Studies show *digital signage* for retail can *increase sales by 29.5%*







# Benefits of Using Digital Signage in Your Store:

**Drive traffic in.** We're naturally drawn to screens, and they catch our attention. Statistics show that 8/10 customers have entered a store because of a digital sign catching their interest.

**Increase purchasing decisions.** Studies show that serving relevant information close to the point of purchase can also increase purchasing decisions. This is a great case for having digital screens set up throughout your store. A cleverly placed screen next to your sweaters, showing all of the information about where the material is from, how it's ethically sourced, what it feels like to wear and so on could make the difference between one purchase or two.

**Provide entertainment.** Digital signs are a great form of entertainment where you can share everything from social media to news, videos and dashboards. This feeds into the retail entertainment trend and allows you to extend your brand throughout the store.

**Gain more sales.** Digital signage in retail can be used to direct customers to specific products, upsell items, provide wayfinding or help and even give emergency information. This reduces staff costs and places shoppers in charge of their own experience.

**Promote new products, discounts and loyalty programs** with eye-catching graphics on interactive screens, pushed to personal mobile devices, near point-of-sale, to create purchase impulse.

**Automatically adapt your broadcasts in real-time.** Make your content responsive to the environment: you can use detectors or third-party applications to automatically trigger (no human intervention) broadcasts on your digital displays (weather reactive, facial detection, motion detectors, thermal sensors, etc.)





The usage of ***digital signage*** is growing at a pace of **20% annually**

Tere tulemast

Palun võtke järjekorra number!



Hoolitus ja remont

Keretööd / avariiekspert

Varuosad



QMATIC





# Customer management



In 1994 Hansab introduced *the first customer management system* for free, so the customers could check how it works. Very fast, positive customer experience came back to us. It was clear that it would be impossible to go back to live queues. The first systems were installed in banks to automate customer queues.

2

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ia i vaista



ES  
32+35

Receptiniai vaistai  
pariduodami (išduodami)  
tik pagal gydytojų receptus.

Vaikams iki 16 m. vaistai  
neparduodami (neišduodami).

Išgyti vaistai kitais vaistais  
nereikštami ir už juos sumokėti  
pinigai neprizinami.



## QUEUE MANAGEMENT

### Keeping waiting areas organised and informative.

The queue management system has all the functions needed to overcome the challenges of reducing waiting times, managing cost and staff, and improving the visitor's experience.

#### How does it work?

When the customer arrives at the waiting area, takes a ticket and keeps an eye on the display for called numbers. And, when it's customers turn, he or she follows the signage to the serving counter. All this can easily be achieved with a self-check-in kiosk and displays to keep visitors informed.

A queue management system doesn't just focus on the entire queue, it can keep track of every customer interaction so that management can know exactly how long people have been waiting. It registers how long each customer waits, how long service interaction is taking, and what services customers require in their journey. All in real-time so that managing action can be taken to improve customer experience and determine what is needed from the staff in terms of training and preparation.

Moreover, now people can queue without even entering the waiting area. All you need is Mobile Queue Management Package which is a cloud-based solution with all functionality pre-configured as a subscription. Taking a mobile ticket is as easy as scanning a QR code. By posting the QR code on your front door you make it possible for visitors to take their ticket without even entering your premises. A visitor may then wait in, for example, his or her car, comfortably monitoring queue progress. That way, a visitor can wait until just before their number is up before entering the waiting area.



Physical retail sales  
still expected to  
account for **80% of**  
**all sales globally** by  
2025.





iravimid



### **Benefits of queue management systems:**

- ▶ Enables faster check-out process and employee productivity
- ▶ Increase customer satisfaction and purchasing rates
- ▶ Allows better operational efficiency
- ▶ Real-time reporting and dashboards to monitor staff performance
- ▶ Makes service areas more informed and organized
- ▶ Reduces customer wait and service time
- ▶ Faster and quality service helps in enhancing sales



**Apotheka, Estonia and Lithuania**  
*A queuing system was installed in pharmacies to better serve customers.*




## VIRTUAL QUEUING

Virtual queue management system is a system that places customers in a virtual waiting line or queue, where they don't have to physically wait in line to get a service. With a virtual queue management system, customers can wait remotely as they are not confined to any waiting spot.

### **How virtual queuing works:**

- ▶ Customer gets in line – Customer uses their phone to scan QR code posted outside of premises (for example, on the front door or on the window)
- ▶ Customer chooses the service and receives a mobile ticket
- ▶ Customer waits remotely (in their car or home, for example), and monitor their place in line on the phone. They will be able to see the real-time updates, their place in line, and the expected waiting time until their turn
- ▶ When it's their turn, a staff member calls the customer using a mobile app
- ▶ The service is delivered and received at a safe distance

### **Benefits of virtual waiting line management solutions:**

- ▶ Reduced wait time
  - ▶ Efficient customer flow management
  - ▶ Improved customer journey and experience
  - ▶ Increased staff productivity and efficiency
- 

-049



Avoid ***in-branch crowding*** and keep staff and customers ***safe*** with virtual queuing



COLOUR  
YOUR  
LIFE

BERINE





## FEEDBACK MANAGEMENT (FEEDBACK TERMINAL)

It's hard to receive feedback from customers in physical stores or customers are unable to leave feedback after a service or purchase is made due to the fact that businesses don't have quick and simple feedback forms.

Feedback terminals are the easiest and most efficient way to collect and analyze customer feedback. It allows customers to give instant feedback easily by touching the screen of the terminal and provides the possibility for enterprises to collect the most valuable and qualitative feedback – at the moment of service experience.

Feedback terminals can be also used as a platform for loyalty clubs, discounts and/or reward features by integrating your POS with feedback terminal API.

We forget **90%** of the experience within **30 days**. Therefore, you get the best results – and the maximum response rate – when you collect feedback ***directly on-site***.







## WIRELESS COMMUNICATION SYSTEM

Common challenges that the system solves include: miscommunication between team members & employees, inefficient customer service & the long time that it takes to find consultant in-store.

Hansab offers wireless communication tools that allow all store colleagues to be in touch with each other whether you're a small convenience store with few team members on shift or a large retailer with isolated areas in warehouses or storage rooms.

Headsets enable staff colleagues to interact with each other from any building, at any time, so queries or problems are dealt with efficiently and professionally.

CallPoints open up channels of communication between customers and staff through a two-way speaker. This technology enables your customers to call for shop floor assistance at a push of a button. Once the button has been triggered, the location is automatically transmitted over the headsets. It prevents customers from having to wander the aisles in search of help.

Checkout KeyPads are another technological stride towards improving store efficiency, as staff employees can open new tills or call for aid with a touch of a button. This results in fewer queues forming at checkouts.



ATSARGIAI JUDANTIS (RENGINYS)



ATSARGIAI JUDANTIS (RENGINYS)







# Parking



A growing number of vehicles in the cities lack free spaces to park.

With a lack of available land, it is imperative to search for effective car flow regulation solutions. One of them is an automated parking solution which can help to solve parking problems in densely built-up areas such as shopping or business centres.

## **Santaros medical city, Lithuania**

*Ground and multistory parking lots are equipped with car parking systems with high-speed road barriers, number scanning, and full-colour information screens.*



## AUTOMATED PARKING SYSTEMS BY SOLUTION:

**Barrier-free.** Long queues of cars at entrances and exits to shopping malls can be reduced by a barrier-free system that allows you to enter and leave the parking lot freely - without roadblocks. Vehicle numbers are scanned by cameras and thus the flow of cars is much faster than using roadblocks.

**Shop & Stay.** It encourages supermarket customers to shop more because they get free parking minutes. Before entering the parking lot car numbers are scanned using ANPR technology and the car owner is given 30 free minutes of parking. This period may be extended each time a customer makes a payment at a supermarket or cafe.

**Overbooking.** Parking system that is best for business centres. It allows more cars than there are places in the parking area.

**Dynamic pricing.** It is a price that varies depending on the occupancy, seasonality and need of the site. Customers can track changing prices in the mobile app and track the cheapest. This feature is especially relevant for parking operators, as it gives the opportunity to earn money.

**Remote space reservation.** A time-saving solution that allows customers to be confident they will have a parking space when they arrive in the place. It also gives value to the parking managers as it can be charged more than usual.



**Santaros medical city, Lithuania**

*Ground and multistory parking lots are equipped with car parking systems with high-speed road barriers, number scanning, and full-colour information screens.*

**Technopolis Ülemiste, Estonia**

*The parking is provided with a car parking system and road barriers, number plate recognition system & payment terminals.*





## Entringo

Entringo is a ticketless parking and access control solution designed for traditional paid parking, private parking and general access control. The system offers access and payment management capabilities, as well as reporting, statistics and other features aimed at easing your parking management needs.

**Automated.** Entringo's ability to identify number plates provides major benefits. It enables easier automation of the parking process and integration with third-party systems, reducing costs for the operators and adds simplicity and ease of use for the driver.

**Ticketless.** Tickets can be related to a number of issues in parking, starting from hardware jams to higher need of maintenance. In addition to technical and operational challenges, they may also cause difficulties to customers if they are lost or damaged. By eliminating the tickets altogether, we allow for a more seamless experience, as well as lower total cost of ownership (TCO) and faster return on investment.

**Safe & Secure.** Built-in algorithms offer a high level of recognition quality and adaptability to each unique environment. Together with our anti-fraud logic, we minimize the risk of cheating and access by unwanted vehicles.

**Easy to Use.** Entringo has been designed to be user friendly from the ground up, starting with the hardware to the software running in our devices and



management system. The drivers are informed during every step and system managers have a constant overview of the overall parking lot state. Information sharing is context based, ensuring that the relevant messages are shown at the correct time.

**Scalable.** The architecture of the system is scalable and does not need heavy investments to expand. The necessary components, such as entry, exit and/or payment points can be added without changing the foundation of the system. It is designed to work either on-premise in one location or as a centralized system allowing you to connect multiple sites to one cloud system and manage these areas centrally.

Based on parking sites, off-street parking currently accounts for the highest market share.



Parking



Nearly 30% of traffic congestion is caused on account of the search for parking spaces.





Parking

ILUMAAILM  
Beauty • Косметика и парфюмерия  
TOIDUMAAILM  
Food & Drinks • Продукты и напитки








# Customer Data Analytics

## **Collecting information about the potential shoppers in physical stores & analyzing their shopping habits.**

Hansab offers customer data analytics for retail stores to help discover the number of potential customers visiting stores. These counters accurately track visitors statistics and combine it with financial data from cash registers. It helps to determine how much sales revenue generated per visitor and amount of goods purchased per visitor. Collected data helps to track sales staff efficiency, analyze promotional activities success, and determine visiting trends to optimize the quantity of staff needed in stores.

### **Hansab customer analytics collects data that can help:**

- ▶ analyze customer flows and traffic trends
- ▶ evaluate the impact of advertising and promotions
- ▶ assess the impact of weather on customer visits
- ▶ identify and reward high performing stores and employees.
- ▶ improve staff planning and determine optimal opening hours, so you can deliver excellent customer service and optimize employee costs



**As the retail sector is booming with the advent of advanced technologies, the retail stores are leveraging technological solutions to optimize operations, improve customer satisfaction, and boost profitability, hence driving the need for people counting systems.**





## DIFFERENT TYPES OF CUSTOMER DATA ANALYTICS:

**Thermal counters.** They're able to detect and count multiple people as they enter and leave retail stores.

**Wireless Wifi counters.** The most recent development in people counting. Wifi people counters provide additional data such as customer dwell times, heat maps, bounce rates and outside customer traffic.



**IR (Infrared) counters.** The device consists of two parts: a transmitter, constantly emitting an invisible infrared ray to the eye, and a receiver receiving this beam. Parts of the device are placed on opposite walls (racks, storefronts, etc.), forming a passage through which it is planned to count visitors.

**Video counters.** The most accurate form of people counting technology, with many cameras delivering +95% accuracy. In addition to accuracy, camera-based people counters can provide other information (depending on the camera) such as demographics, ability to exclude children from counts and facial recognition.

2 Brauc uz stāvvietu,  
kas norādīta ekrānā

3 Uzgaidi, Tavi pirkumi  
jau ir ceļā pie Tevis

Levadi šeit  
IN kodu  
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Neskaidribu gadījumā zvanī uz  
Rimi klientu servisa bezmaksas tālruni  
800 000 000





# Click & Collect

Customers rely on the quality of your goods, but you cannot compete with the opening hours of large supermarket chains and thus lose your customers?

Or perhaps your customers only want to pick up their purchases when they really need them, be it on Sundays or public holidays or even in the middle of the night?

As the operator of the Click & Collect solution, you can offer the solution because the urgent shipments and services can be delivered and picked up around the clock – 24/7. The click and collect can be used by everyone, so it can be supplied by all courier companies and service providers.

You can offer the service to both your customers and your employees, or you can simply use the retail lockers to receive or deliver goods.

## Click & Collect benefits:

- ▶ Delivery 24/7
- ▶ Lower delivery costs
- ▶ Higher service quality
- ▶ Reduction of personnel costs
- ▶ Improvement of customer service and satisfaction
- ▶ Customer loyalty
- ▶ Optimization of your internal processes



In terms of investment opportunities and product sales, the *Click & Collect* sector is offering strong growth prospect for both domestic and international companies.







## COOL LOCKERS

### *REFRIGERATED PICKUP STATION*

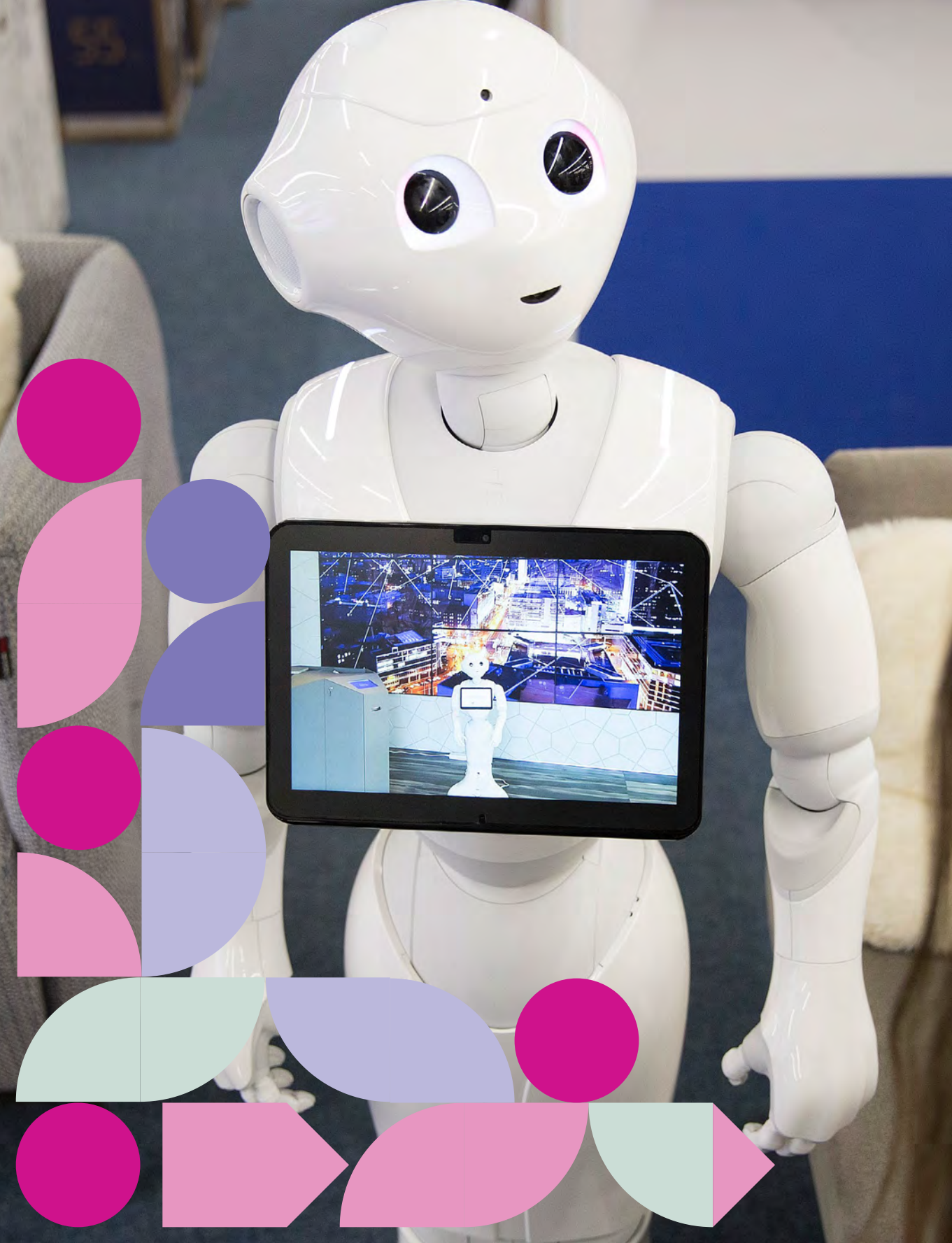
The cool lockers are pickup stations through which food or temperature-sensitive goods and equipment can be delivered unscathed. In particular, the cool lockers serve the current trend of ordering groceries online. By means of refrigeration technology, the cold chain is continuously guaranteed from the moment of delivery until collection – fresh and flexible. In addition, heat-sensitive medicines or electronic devices can be safely stored thanks to the heated compartments. The systems have a multi-carrier function, so one system can be used simultaneously by various suppliers.

#### **Benefits for the operator:**

- ▶ Increase in sales – your shop is now open 24 hours every day.
- ▶ Superior customer service and customer satisfaction.
- ▶ Competitive advantage – you offer your customers innovation and more flexibility.
- ▶ Save time and money – you reduce staff and space costs

#### **Benefits for the customer:**

- ▶ More flexibility when shopping.
- ▶ Pick up 24/7 – not depending on store hours.
- ▶ Chilled pick-up compartments - even perishable goods can be delivered.





# Pepper

**Pepper is a robot designed for people. Built to connect with them, assist them, and share knowledge with them – while helping your business in the process. Friendly and engaging, Pepper creates unique experiences and forms real relationships.**

Pepper brings the digital world and the real world together like never before. Now, the same great experiences you offer online, you can offer in person. Pepper can make personalized recommendations, help people find exactly what they're looking for, sell, upsell, and cross-sell, and interact with your human team as needed.

Pepper is loaded with knowledge. Pepper can answer your customers' questions, providing the latest product and promotional info, so your customers are more likely to learn, understand, and buy. Pepper helps your employees be even more effective by handling the routine, repetitive tasks – freeing them up to make better use of their time and talent.

Pepper improves the customer experience and helps retailers lower costs, reduce turnover, and drive more sales, with better margins. Always on and never bored, Pepper attracts customers, answers questions, recommends items, and helps customers find what they're looking for, freeing up your team to take on more valuable responsibilities.

SUL ON  
SUUR SÜDA



**Telia Head Office, Estonia**  
*Pepper as a customer  
registration and space  
management system.*



**Topo Centras, Lithuania**  
*Pepper as Santa's Helper to find out what gifts people want for Christmas.*

“It is obvious that **robotics** is becoming a part of our lives, so we at Hansab are aiming to develop this direction in our **domestic markets**. We are currently focusing on the improvement of customer experience and Pepper was the first logical step on this road. Solutions like these help facilitate certain business processes”

- ▶ Priit Ivanov, Innovation Manager at Hansab Group.



# Our Values

We are **open** and **reliable**

We build **partnerships**

We work **creatively** & **ethically**



# Why Work with Hansab

**Hansab celebrates 29 years of business with a record consolidated turnover € 30 million and a team of over 260 professionals. Our goal is to be the leading provider of complete technology solutions for customers. Thanks to the comprehensive product portfolio, which includes automation, security, cash handling, and finance systems, we offer the best-integrated solutions and products to make our customers' businesses more effective and secure, their employees' everyday life more comfortable, and lift their customer experience to a new level.**

One of our main strengths is creating complete solutions. They consist of consultation, software development and integration, hardware sales, project management, and after-sales services. Among our long-term customers, we have leading organisations operating in retail, transportation, finance, state, and education sectors.

Our home territory covers Estonia, Latvia, Lithuania, Finland and consists of nine companies: Hansab Group OÜ, Hansab AS, Hansab SIA, Hansab UAB, Hansab OY, Ellore OÜ, Hansab Kinnisvara OÜ, and Hansab

Turtas UAB, and starting 2018, Hansab IT Solutions OÜ.

Our solutions and services portfolio is unique. An official channel partner to more than 100 suppliers, we sell, install and service solutions from the leading manufacturers such as NCR, Ingenico, Qmatic, Bosch, Sony, Samsung, Glory Global Solutions and more. Partnerships with the world's best-known technology companies provide us with the advantage of having the newest and most innovative technology.

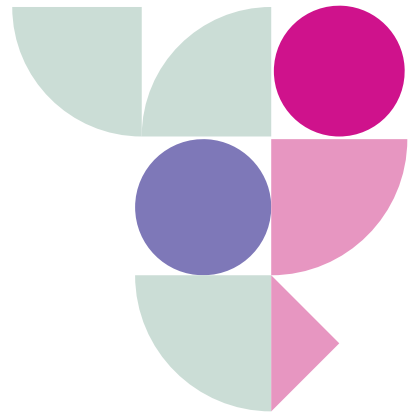
# — Service Network



Quality is a watchword for Hansab businesses, and the companies aim at the highest level, acknowledged consistently with numerous quality management awards. Services and solutions, offered by Hansab, comply with ISO 9001, ISO 14001, ISO 20000 and ISO 27001 standards.

Our goal in the retail sector is to offer full solutions to help increase our customers' security, efficiency, and revenues. Since 2000, retail has been a strategic sector for Hansab, and we have supplied our products to a large variety of customers: from small merchants to large stores.





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