

DSI RETAIL SOLUTIONS

Delivers a State-Of-The-Art Experience to your Customers



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WHO WE ARE

DIMENSION SYSTEMS, INC. with subsidiary company, DSI Technology, is Guam's premiere Computer and Information Technology consulting company, has been serving Guam since 1987. We offer a complete range of professional services to meet all of your business computing needs. Whether or not the hardware is provided or installed by our company, all of our clients receive the same professional service that we are known for throughout the business community.

OUR PURSUIT

As a professional IT provider of industry leading solutions, we at DSI have always been driven to offering powerful products and quality service to our customers. Our un-ending pursuit is to provide our most valuable asset, "Our Customers" with the technology and the solutions they need to ensure that they can reach their business goals.

OUR STRENGTHS

With over 20 years of experience providing consulting services within the IT industry, we have built a solid reputation as the premiere provider of servers, computers, mobile computing, networking, telephone systems, document imaging, contact management, archival solutions, maintenance services, website design and hosting, property management and so much more. While we have always been committed to offering the best IT solutions available, every solution that we offer is focused on our customer's needs. DSI will always give each and every business the opportunity to push forward and achieve success.

OUR FOCUS

We understand that you only want the best for your company. We understand that you also want the best value for every dollar you spend. DSI is dedicated to offering technology based solutions that will meet the high demands for your industry. As well as providing businesses with affordable products and services that are sure to add value to your growing business. Our focus remains on you, your needs, and your goals. We know that through technology you can succeed.



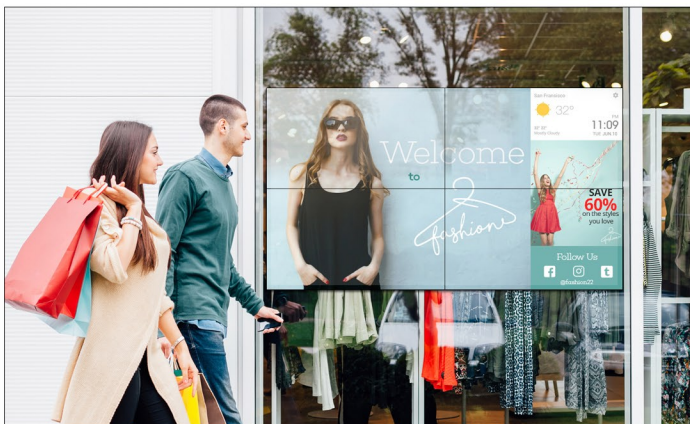
STORE CAMPAIGN MANAGEMENT

Lets you run a synchronized multi-media campaign, utilizing different customer interfaces, and using customer profile information to personalize content.

DIGITAL SIGNAGE

Deliver your message to the right audience that would help you boost your sales performance.

Applications:



WELCOME BOARDS

Entertain your avid shoppers as they enter your store.



CUSTOMER ENTERTAINMENT

Keep your customers amused while waiting in line.



REMOTE ACCESS TO EXPERTS

Get professional opinion from their remote experts on their products.



SELF-SERVICE KIOSK

Have a self-service take away corner for people who are always on the go!



QUEUING BOARD

Streamline production and operations of the kitchen by incorporating your POS to your queuing board.



INFOTAINMENT KIOSK

Keep customers entertained while being able to provide relevant information.



INTERACTIVE GLASS DISPLAYS

Make your window panes a different scenery whenever you want.



PROACTIVE AV MANAGEMENT

Aim is to allow system integrators and technology providers to manage customers' device issues, maintain support services and other functions proactively.

What are the challenges?

- Real-time Data - customer, device, status, and support information siloed across different systems
- Performance Management - limited insight into contractual performance, SLA compliance, and asset performance
- Limited Resources - remote/on-site technicians spread thin across pre-sales, commissioning, and support activities
- Shrinking Budgets - customers focused on optimizing investments and delaying capital intensive projects

Proactive AV Management enable:



Real-time Monitoring and Notifications



Resolve Issue Proactively



Unified Business Intelligence Platform



Make Data Driven Decisions



Revenue Stability and Scalable Platform for Growth



DIGITAL WORKSPACE

Take advantage of mobile opportunities. Enable faster and more responsive service from your retail associates. Create a Secure Digital Workspace for Retail to meet customer expectations on-demand-anytime, anywhere, using any device.

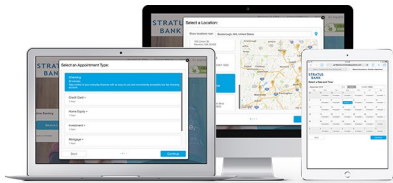
Solution Benefits

- Improve customer service - Deliver the same reliable, high-performance desktops & apps across customer service teams.
- Build brand loyalty - Enhance customer experiences with unique mobile experiences such as augmented reality apps, self-service kiosks, beacons, and tailored promotions on digital displays.
- Simplify IT management - Enable seamless scheduling and inventory management on ruggedized warehouse devices.



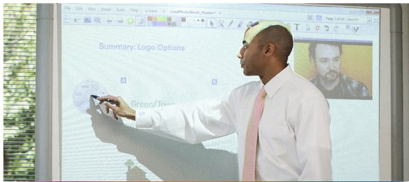
MANAGED SERVICES

Delivers comprehensive, scalable IT service management solutions to empower MSPs of every size and scale worldwide to create highly efficient and profitable businesses that drive a measurable competitive advantage.



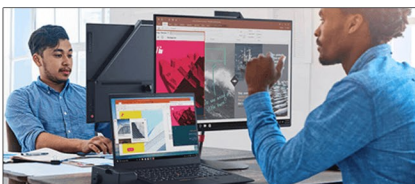
CUSTOMER ENGAGEMENT CLOUD

The most advanced customer scheduling and queue management system in the world; secure and easy to integrate, capture customer interest at its peak-anytime, anywhere-and exceed expectations with appointment-driven personalization throughout the entire customer journey.



INTERACTIVE WHITEBOARD SOLUTIONS

Revolutionize Teamwork and Business meetings in your workplace and learn what advantages Interactive Whiteboards have to offer for the modern workplace.



DEVICE AS A SERVICE

Empower your employees with world-class hardware and manage the entire lifecycle so you can achieve so much more.



RETAIL TASK MANAGEMENT

A central server solution that helps prioritize the sales efforts of roaming agents on the store floor, by assigning them tasks triggered by customer activity.



VOIP BUSINESS TELEPHONY

Make inter-branch communication easy just like calling a local extension at your main office! Keep connected with state-of-the-art UC&C terminal products to make calls a whole lot easier with quality hardware streamlining your phone systems for a smooth connection.



See Presence of Colleagues

The ability to view the status of other colleagues ("Presence") is a great time saver avoiding unnecessary call transfers or voice mail tags and makes managing and working with remote employees easier than ever.



Instant Messaging / Text chat

Allow employees to communicate together via text chat, without the need to rely on third party internet messaging systems.



Deliver Faxes & Voicemail to Inbox

Inbound faxes are converted to PDF and forwarded to users via e-mail, without requiring any fax server software. Likewise, voicemails are converted to sound files and forwarded via e-mail.

UNIFIED COMMUNICATION & COLLABORATION

Offer a browser based meeting environment with end-to-end encrypted audio and video conferencing, business-class slideshow presentation, document sharing, text chat, and tools to take business meetings to the next level.

CUSTOMER INTERACTION MANAGEMENT

Manages the interaction between the organization and its customers, across multiple channels: email, SMS, web/mobile forms, in-store A/V channels, print, and more.



SAFE DATA EXCHANGE WITH MULTIPLE LOCATIONS

Whether you have two or 500 locations, your daily data exchange with storefronts is safe. A safe environment improves communication and productivity across your organization while ensuring PCI compliance to protect your customers' sensitive data.

SCALABLE, MASSIVE PROTECTION FOR HIGH-TRANSACTION VOLUME RETAILERS

Keep transactions secure without compromising network performance. Go beyond standard retail PCI compliance with our mid-range and high-end solutions to deliver industry-leading deep-packet inspection performance and the highest concurrent connections and connections per second.

ENTERPRISE-CLASS VPN/SECURE MOBILE ACCESS

Provide secure mobile and remote access for up to 20,000 concurrent users from a single appliance.

SCALABLE EMAIL SECURITY THAT PROTECTS BUSINESS AND CUSTOMER DATA

Provides comprehensive inbound and outbound protection, and is available in a range of hardware appliance options that scales up to 10,000 users per appliance. The hardened Linux-based appliance defends against advanced email-borne threats such as ransomware, zero-day threats, spear phishing and business email compromise.

CENTRALIZED MANAGEMENT

Rapidly deploy and centrally manage your network security to ensure compliance, drive down costs and increase productivity. Gain deep insight into the health, performance and security of your retail network. Easily manage network security policy, wireless access, WAN acceleration and switch ports globally from a single console. Analyze trends and suspicious behavior with real-time monitoring and alerts, as well as historic monitoring, logging and reporting.

PHYSICAL SECURITY SOLUTIONS

Minimize in-store theft and any possible criminal activity with a scalable surveillance system and strengthen compliance management of your retail operations to provide a safer environment for your consumers.



SYSTEM INTEGRATION

OPTIMIZING THE INTERWORKING OF YOUR SYSTEM ENVIRONMENT

RETAIL MANAGEMENT SOFTWARE

Helps you onboard, manage, monitor and secure all your IoT things throughout their lifecycle- be it a RFID tag, shelf sensor, security camera, or a delivery truck. In addition, we can help you securely redirect, manage and act upon the continuous stream of data coming from all these connected devices. With IoT management solutions, you will be able to improve sales, reduce costs and be able to keep up with your customers ever changing needs.

POINT OF SALE DIGITAL SIGNAGE

Enables businesses to promote or advertise right at the point of purchase.

RETAIL APPOINTMENT SCHEDULING

Bridging the gap with the ability to attribute in-store traffic back to appointments scheduled from any channel.



Turn Browsers into Buyers with Retail Appointment Scheduling

- Personalize every visit - Be confident to each customer who comes into your store, be paired with the associate best qualified to meet their needs, providing personalized attention to close the sale and increase transaction value.
- Track the path to purchase - When your customers book appointments to meet with an associate, you'll know where they came from your website, social media channels, email campaigns who they met with and what they purchased.
- Maximize digital marketing spend - Demonstrate the value of your digital marketing by tracking in-store appointments driven by your campaigns.
- Serve with knowledgeable associates - When customers book an appointment to come into your store, they'll be matched with the associate best qualified to serve them ensuring the best possible customer experience.



ASSESS

Our consulting services begin with a conversation to assess and understand your existing technology environment, immediate requirements, and your long-range objectives. We address constraints, budget parameters, and operational requirements.

DESIGN

Our client is always part of the design process, with our experienced engineers and technicians educating you at every step.

IMPLEMENT

As DSI begins to implement your business solutions, we aim to keep network downtime to a minimum, while ensuring quality customer service.

SUPPORT

As maintaining your IT systems and infrastructure is vitally important, our services do not end at implementation. DSI provides remote, on-site, help-desk services to businesses on Guam.



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