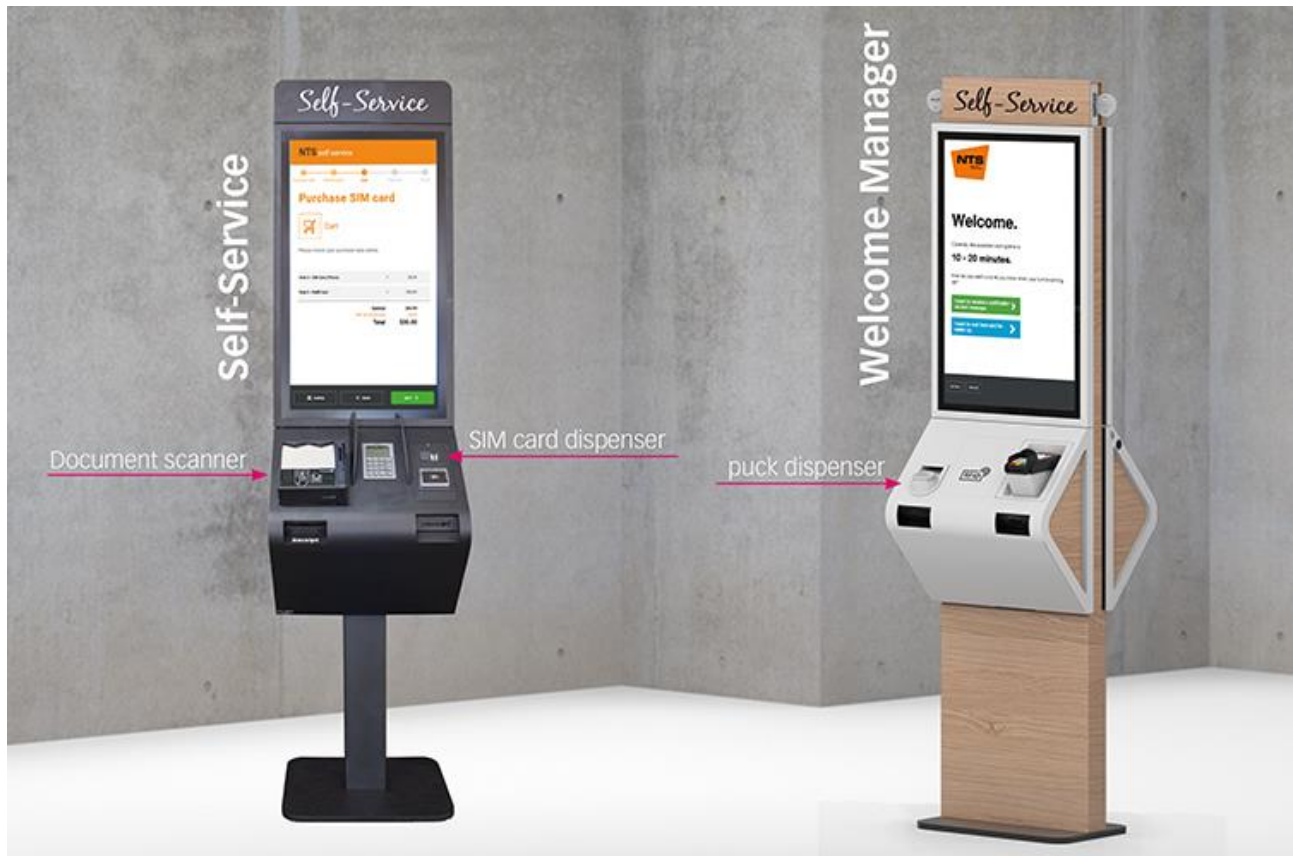


Press release

NTS Retail and Pyramid Computer at NRF 2019: Presenting new self-service solutions for telco retail



Leonding, New York: At this year's **NRF Retail's Big Show in New York City** – a key event in retail every year – **NTS Retail** and **Pyramid Computer** will be showcasing two innovative self-service prototypes, specifically developed for consultation-driven retail.

Both systems have been designed as interactive kiosk solutions and serve to enhance the experience at different stages of the customer journey: Efficient customer service operations thanks to smart queue management and self-service workflows for typical telco scenarios, such as purchasing a prepaid SIM card.

Thanks to **NTS self-service**, customers are able to top up prepaid plans, pay bills or purchase vouchers autonomously right at the kiosk. For the presentation at NRF 2019, a SIM card dispenser has been added to complete the picture. Additionally, the customer's ID (e.g. a passport) can be scanned automatically using a document scanner. This way, the complete onboarding process for new customers can be performed autonomously using a self-service touch interface. Service can thus be provided outside of store hours or in high-traffic environments like airports or train stations.

The queue management solution **NTS welcome manager** enables smooth store operations by setting smart priorities. Visitors can select a consultation topic (e.g. new subscriptions), enter their



name and take a picture. The consultants can then call them up personally and address their needs right away. The showcased solution introduces a token dispenser to replace paper tickets.

The small, puck-shaped receivers are highly portable and vibrate as soon as it's the customers turn. The tokens are distributed at the kiosk and the system handles the notification process automatically.

The hardware required to create these prototypes was provided by the Freiburg based company **Pyramid Computer** – a leader in innovative self-service IT solutions. Together, **Pyramid Computer** and **NTS Retail** will be demonstrating the results of their cooperation at NRF 2019 from January 13-15.

At NRF: **booth #4545, hall 3A**

Further information:

<https://www.ntsretail.com>

www.pyramid-computer.com/polytouch

About NTS Retail:

NTS Retail is a global retail software and consulting company with an international network of partners. They offer CSPs a practice-proven retail solution with highest-quality local service.

About Pyramid:

Since 30 years Pyramid manufactures high performance computer systems with its factories in Germany and Taiwan and sales offices in Germany, UK and North America.

Opposite to most kiosk manufacturers, Pyramid builds its own PC technology and touch screens. This high level of component manufacturing enables us to create very slim and elegant, highly integrated, designs, still remaining extremely flexible and easy to maintain. Our screen focus sizes are 24" and 32" and the Pyramid "polytouch[®]" named kiosk designs are successful in Europe in retail, hospitality and QSRs.

Standard and custom Pyramid polytouch[®] kiosk solutions are sold via OEM or sales partners, as a bespoke work. Pyramid has been certified to EN ISO 9001 standard since 1997 and is regularly successfully audited by large industrial customers. Pyramid was established in Freiburg in 1985 by managing partners Frieder Hansen and Niko Hensler, who still run the operation.