## In-Store Customer Experience

## The Internet of Screens

## A Screen invasion is in progress

We meet THEM almost everywhere..


In our pockets, in our cars, our office, bank, gym, bar, house, bedroom, even in churches!

PANE ©


## Sometimes we touch THEM



## Sometimes

 we don't

## The market: DOOH figures \& trends

$12.4 \%$ compound annual growth rate to 2018
11.3\% in 2014 - \$10bn

14min / week: average global consumer exposure to DOOH media
engagement: 47\% after 30 days among the highest recall in the industry
consumers are $4.1 \%$ more receptive to $\mathbf{0 O H}$ advertisements

## let's focus on our customer's journey

## it's all about "TOUCH POINTS"

## Our Opportunities



TPANELTV

# Challenges at any "TOUCH POINT" of the customer's journey 

centrally manage the communication
be Clear, Informative, Relevant, Useful, Persuasive
get Personal \& Exceed Expectations

## deliver a unique EXPERIENCE

## convert foot fall



## Grub attention!

PANE
Get them in, with call to action campaigns

## serve on the Windows

get personal - address the neighborhood

shift to on-line channels when
the shop is closed
incorporate opportunities for

## un-attended interactions


ibeacons, NFC, RFID e.t.c.

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## engage for results



Tap your card to..


PANE®

## www.mypaneltv.com

TPANE

## empower our in store associates

educate customers about their choices


## Centrally manage sales people tablets

 Update, schedule, monitor our apps, use, uptime..MANAGEMENT
MANAGEMEN

## SECURITY

23
Rooted Jalloroken Devices


ANALYTICS


## DEVICE MAP



## expand Reach of digital repurpose TVCs \& Posters


reduce expenses \& time increase impact

## with LESS paper

no logistics
ups \& downs on schedule messages by segments
campaigns by type of location correct or change on the fly any customization..

## synch with your DATA

## EXAMPLE:

announce happy hour change prices whenever update your bundles automate visuals


## make the obvious happen!

IPANE

## manage centrally at individual screen level


use the data - trim screen content

## deliver collective or individual audio on-line


to smart phones or tablets

## PANE ${ }^{\text {© }}$


on hot spots
by the
product

## automate Foot fall \& Audience measurement



| 5 | $\begin{aligned} & \text { 01/05/2014- } \\ & 00: 00: 00 \end{aligned}$ | $\begin{aligned} & \text { 07/05/2014- } \\ & 23: 59: 59 \end{aligned}$ |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 |  | pressions |  | Impressions / OTS | Average <br> Attention <br> Time | Total <br> Attention <br> Time | Average <br> Dwell Time | Total Dwell Time |
| 7 | London | 256.xml] $204^{\prime \prime}$ | C291 | 81\% | 3.1 sec . | 166,061.4 sec. | 7.5 sec . | $400,551.6 \mathrm{sec}$. |
| 8 | Paris |  | 77,336 | 86\% | 2.0 sec. | 133,402.3 sec. | 5.7 sec . | $376,784.8 \mathrm{sec}$. |
| 9 | Rome | 43,719 | 71,874 | 61\% | 3.6 sec . | $158,953.1 \mathrm{sec}$. | 7.6 sec . | $333,761.3 \mathrm{sec}$. |
| 10 | New-York | 73,490 | 101,093 | 73\% | 2.15 sec . | 150,841.3 sec. | 5.1 sec . | 377,603.6 sec. |
| 11 | Total | 236,785 | 316,593 | 75\% | 2.6 sec . | 609,258 sec. | 6.3 sec . | 1,488,701 sec. |

## measure KPI across whatever you want..

Using data of:
Customer Entries, Gender, Age class,
Attention Time, Screen/Camera OTS, Actual Viewers

Data accuracy on:
Viewer Counts: ~95\%
Footiall passages: ~95\%
Gender Classification: ~85\%
Age Group Classification: ~75\%


## ...get immediate feedback


.how likely is it that you would recommend us to a friend or colleague?

## include fresh content with a human touch



promote CSR Activities

# keep the eyes on the canvas 

## needs \& ingredients

are getting more Sophisticated and grow in number

## it is definitely more than screens \& devices ! better choose your partner

with hands on expertise

comprehensive
approach
content masters
value adding

## Choose

1 PPANEL®

