



engagis

Empower leading  
organisations to better  
engage with their  
customers and staff to  
achieve more





## Overview

**Engagis designs and delivers digital media solutions for organisations that want to engage with their customers in physical spaces in more meaningful and effective ways.**

Organisations choose Engagis when delivery, performance, quality and accountability are important. Some of Australia's most well-known brands trust Engagis to design, deploy and manage their digital media solutions.

Engagis offers all the elements of a digital solution - design, hardware, software, content creation and distribution, solution deployment and management. Customers can choose any or all of these components according to their requirements.





## Why do organisations deploy digital media solutions?

Cost saving	Increased Sales	Brand engagement
Save on print and content management costs	Attract new customers	Visual content creates emotional connection
Self serve product selection and configuration	Targeted promotions by location, season, time of day, product focus	More effective management of visitors and improved customer service
Leverage and extend existing marketing assets	Messages always at the right place at the right time	Brand messages and assets can be distributed more effectively
Reduced inventory costs by showcasing products not in store	Upsell through recommendations and product bundling	



# Engagis Solutions

Engagis solutions fit into two broad categories: customer engagement and visitor and customer management.

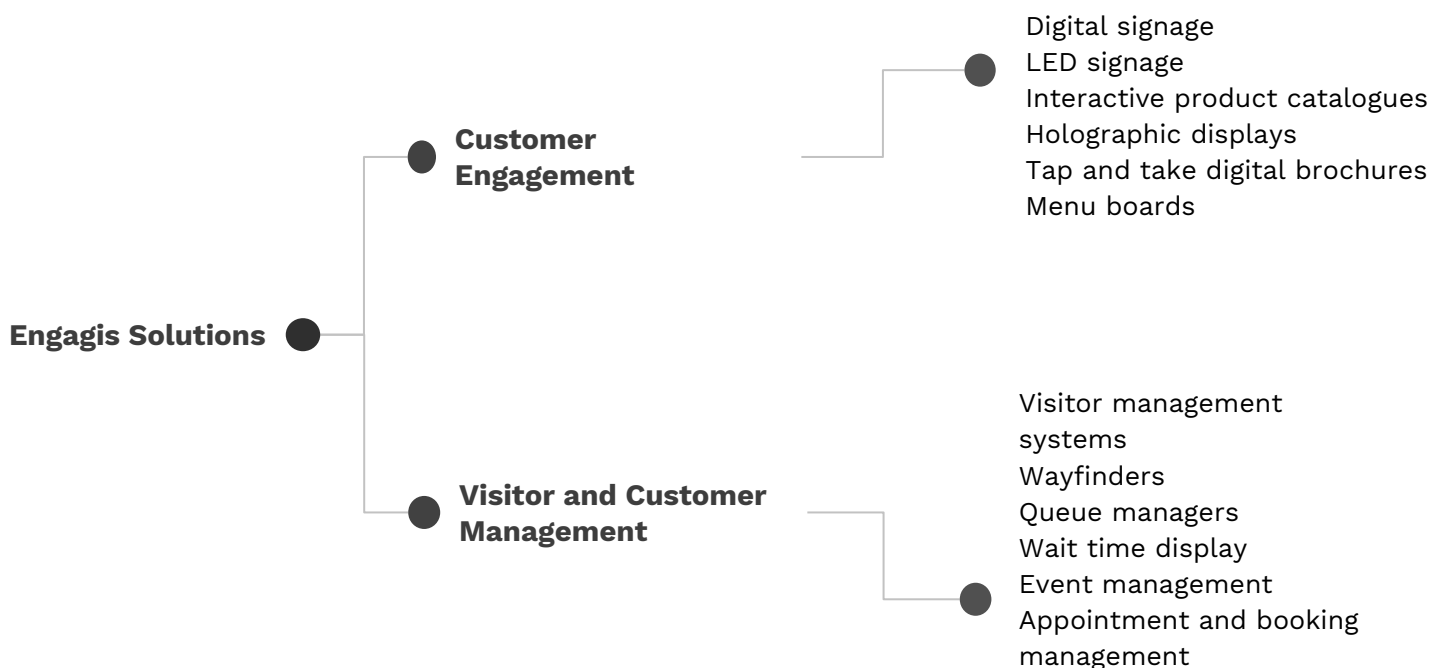
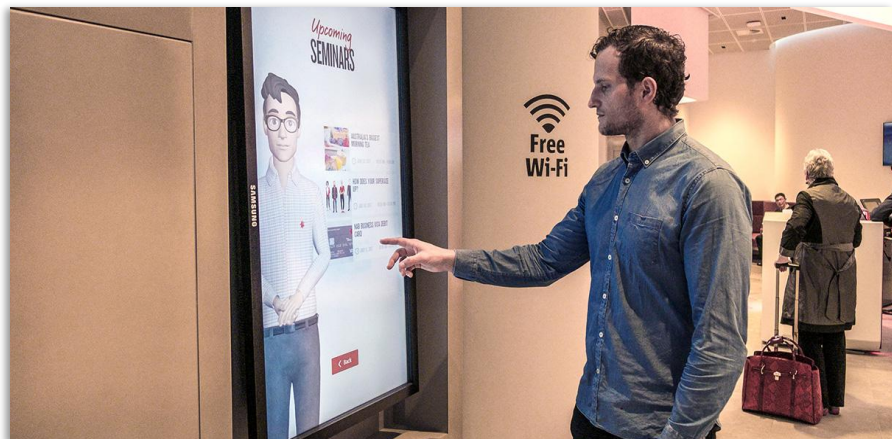
## Customer Engagement

Display and interactive digital media for attracting customers, driving engagement and allowing them to search for, configure and design products. Customer engagement solutions drive sales, brand value and customer satisfaction.

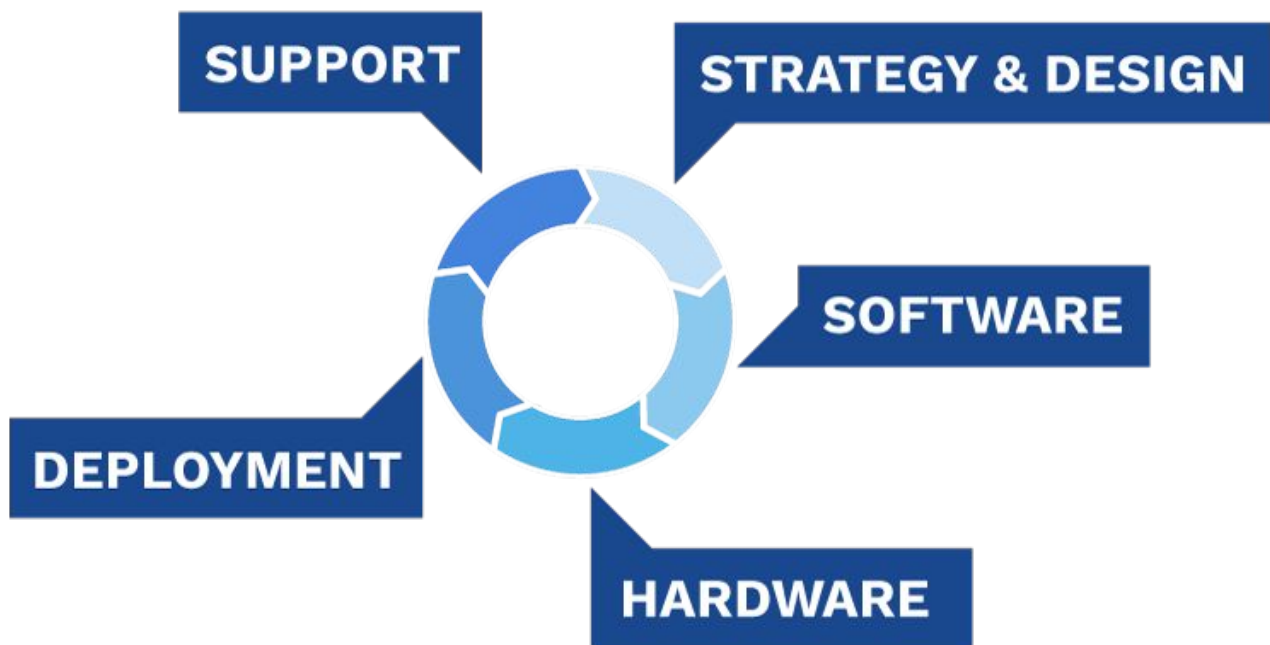


## Visitor and Customer Management

Digital media solutions improve the efficiency and experience of visitors or customers in your office, branch or site and drive cost savings and visitor/customer satisfaction.



# Solution Components



## Design

Solution design  
Customer journey mapping  
Content creation and re-purposing  
Prototyping

## Deployment services

Project management  
Procurement  
Installation  
Warehousing  
Staging and testing  
Inventory management  
Content distribution

## Hardware

LED and LCD screens  
Tablets  
Interactive kiosks  
Media players

## Support services

24/7 support centre  
Proactive monitoring  
99%+ uptime

## Software

Modular software for content management, visitor management, queue management and event management built on a common platform  
Custom software development

# Why Engagis

**Engagis is your partner for digital media solutions.**

- 100% focused on our customers' business objectives
- Full solution provider with end to end accountability
- Delivery in our DNA. We go above and beyond to deliver on time for our customers
- Our commitment doesn't end when we install your solution. We provide 24/7 ongoing support and provide proactive monitoring and restoration. We manage more than 20,000 connected devices in over 4,000 locations across APAC with 99%+ uptime
- Trusted by some of Australia's most well known brands
- Flexible financing options



## Customer Stories

Engagis is proud to work with some of Australia's leading brands.

**Laminex<sup>®</sup>**

**COUNTRY ROAD**

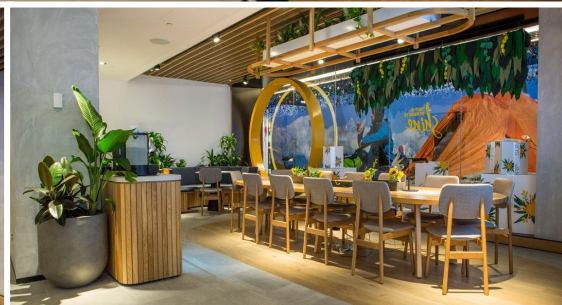
WITCHERY



**SUNCORP** 







WHAT IT LOOKS LIKE

## Suncorp Discovery Centre

As a 'destination' space, Suncorp's discovery centre in Sydney brings to together a portfolio of brands including GIO, AAMI and Shannon's and gives their customers a rich experience – helping them discover solutions to their 'milestone' financial needs.





## Hive by Laminex

# Laminex®

Engagis worked with Laminex to understand their complete customer journey to help them go from an idea to a specific design to the purchase of Laminex products.

The solution includes an online style finder, concierge service, product selectors and digital 'tap and take' brochures





## Telstra DISCOVERY AND RETAIL STORES



Telstra partnered with Engagis to create a highly immersive destination store in George St Sydney and provide a range of digital media solutions for its network of Telstra stores to engage customers and simplify the selection of often complex products and services





## **Country Road** and **Witchery**

## **COUNTRY ROAD** WITCHERY

Country Road and Witchery have made their stores genuine shopping destinations by engaging their customers and allowing them to browse their entire range, mix and match and hear about the latest promotions.



**Target**



Target worked with Engagis to implement a range of interactive digital solutions to provide a more personal and emotionally engaging experience for its customers.



# Partnering for Success

Engagis works with a number of trusted partners to bring the best solutions to its customers.



Engagis uses **Microsoft** Azure to host its cloud based software and content and works closely during development to ensure its solutions work optimally for the Surface portfolio, including Hub.



**Telstra** partners with Engagis to create digital media solutions for its enterprise customers.



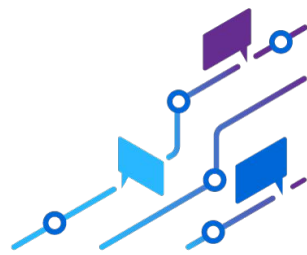
**Samsung** provides a full portfolio of screens including LCD and LCD.



**Real Fiction** provides a portfolio of holographic technology which becomes embedded in Engagis solutions



**In Touch** builds kiosks to the requirements of engagis customers





Sydney  
Melbourne  
Brisbane  
Auckland  
Novi Sad  
Cagayan de Oro



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