

Paris, 10 September 2019

**Monext furthers its omni-channel solutions by partnering with augmented shopping experience specialists.**

Providing a smooth omni-channel shopping experience is not simply a question of payments. Monext is working with relevant and innovative partners, for a total immersion in the shopping experience of the future. The experience is so customised that each customer can feel unique!

**Minut'Pass, Webotit, Tactill and Octipas.**



*57% of French customers would like brands to give them unique experiences.<sup>1</sup>*

**Reinventing shopping experiences for augmented commerce.**

Conventional retail is a thing of the past. The time has come for the shopping experience!

Monext is constantly in touch with retailers' needs and is enhancing its omni-channel solutions to offer merchants innovative, customised and even original experiences that will appeal to their customers.

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<sup>1</sup> Opinion Way – connected commerce

This is a major challenge for merchants, as the customer experience is becoming a key differentiating factor: customers are looking for efficiency, time-saving advantages and original and easy experiences.

### **Payment: one piece of the puzzle.**

Integrating and simplifying payments by merging channels and pathways is important, but this is not the only factor to be considered. It is only one piece of the omni-channel puzzle... the impacted ecosystem and challenges are much broader: pooling of stock, optimised balance between digital and physical, customised welcomes and experiences, immediacy guaranteed everywhere, all the time, etc.

Monext has understood this and is leveraging its expertise to achieve a perfect payment experience, without overlooking the ecosystem in which payments are made.

### **Working with the best experts to offer new experiences.**

In order to provide an increasingly appropriate response to retailers' needs, Monext has decided to build up an ecosystem of partners, experts and even disruptive players who are complementary in terms of their position in the unified commerce value chain. This scalable and dynamic ecosystem can be used to offer with ease turnkey solutions which meet the major challenges of commerce undergoing change: swift creation of new uses, improvement of customer relations, increases in sales. All partners are certified "plug&play" with Monext's omni-channel payment solution.

#### A customised shopping pathway...with Webotit

**The Webotit virtual vendor** covers the entire customer pathway: it enables customers (on-line and in-store) to find out about products, compare them and purchase them directly in the conversation (vendor chatbot), for a seamless conversation experience and an additional 10% conversion rate<sup>2</sup>! Post-purchase, customers receive instant replies to more than 90% of their questions 24/7 on the channel of their choosing (email applications, website).

#### Waiting in line becomes virtual with Minut'Pass

**Minut'Pass removes** two of the most irritating moments of the in-store experience, **queues** and **making appointments**, by rendering them digital.

Customers are given control over their time, no longer have to wait and are not worried about losing their place in the queue. In this more serene environment, their purchasing potential increases. When making appointments on-line, customers no longer have to call during business hours and employees no longer have to deal with a constant stream of calls. Any appointment payments can be made on-line and reimbursement in the event of cancellation is even integrated! Minut'Pass is a full-web, white-label solution which is integrated with full transparency into your customer pathways, thus improving your in-store experience.

#### An easier checkout experience with Tactill

**Tactill is a mobile checkout solution** that is simple and intuitive (on iPad and iPhone). It enables merchants to offer quick mobile payments: the checkout can be moved to complete customer purchases immediately without leaving them, as a continuation of the initiated relationship.

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<sup>2</sup> Webotit statistics

## Digital technology serving the point of sale with Octipas

### **Octipas, the augmented vendor: cornerstone of the customer experience.**

To meet customers' new expectations (to find out a product's availability immediately, if different models exist, to order immediately and to be delivered where and when they wish, etc.), Octipas offers vendors a mobile application used to provide their customers with a customised omni-channel experience: customer knowledge, direct communication between vendor and customer, mixed baskets, etc.

#### **A propos de Minut'Pass**

Minut'Pass permet la prise de RDV en ligne de manière intuitive et automatisée, permettant ainsi aux professionnels de gagner du temps en appels et aux clients de prendre RDV 24/7, augmentant ainsi le potentiel commercial !

Mais ce n'est pas tout ! Minut'Pass dématérialise également les files d'attente dans de nombreux lieux, permettant ainsi d'éliminer les interminables queues devant les points de vente et de faire venir les clients au bon moment, tout en permettant de retrouver du temps libre !

Enfin, Minut'Pass dispose de nombreux indicateurs et techniques marketing avancées alimentés par les données recueillies lors des flux clients.

Pour plus d'informations : [www.minutpass.com](http://www.minutpass.com) / [hello@minutpass.com](mailto:hello@minutpass.com)

#### **A propos de Webotit**

**Webotit développe une solution technologique de Commerce Conversationnel assistant toutes les phases de la vente : Avant-vente, Vente, Après-Vente.** Pionnier de notre secteur, nous accompagnons les retailers et les e-commerçants dans leur transformation omni-canal en ajoutant la conversation comme canal de vente. Nos vendeurs virtuels sont disponibles 24/7 et dotés de la première solution de paiement en conversation du marché français. Leur intelligence artificielle avancée leur permet de conseiller les consommateurs et de répondre à leurs questions en points de vente, sur les sites internet et les plateformes de messagerie. Avec Webotit, découvrez le « New Retail » à la française !

Pour plus d'informations : [www.webotit.ai](http://www.webotit.ai) / [louis-clement@webotit.ai](mailto:louis-clement@webotit.ai)

#### **A propos de Octipas**

Octipas propose une plateforme de commerce unifié répondant à l'ensemble des enjeux de digitalisation des retailers.

Elle dispose d'une suite de solutions omnicanales : Application mobile destinée aux vendeurs, Web to Store, OMS permettant de gérer l'intégralité du parcours d'achat du client quelque soit le canal emprunté (Online / Instore) pour lui garantir une expérience unique en magasin.

Incontournable sur le marché de la digitalisation, Octipas accompagne plus d'une vingtaine d'enseignes en France mais également dans le monde (plus de 23 pays) : **Celio, The Kooples, Nature & Découvertes, Serge Blanco, Louis Pion (Groupe Galeries Lafayette), Maisons de Haute Couture (Groupe LVMH), Le Slip Français, Intersport**...Aujourd'hui plus de 8500 vendeurs utilisent chaque jour ses solutions.

#### **A propos de Tactill**

Tactill offre la caisse enregistreuse, le paiement et la gestion dans une seule application. En boutique, sur un salon ou dans la rue, les entrepreneurs du retail peuvent maintenant compter sur de puissants outils mobiles qui les accompagnent dans tous leurs projets commerciaux.

Tactill est déjà présent dans plus de 1200 boutiques en France et à l'étranger dont le Futuroscope, France Galop ou Fermob, et de nouveaux commerçants rejoignent chaque jour l'aventure.

Pour plus d'informations : [www.tactill.com](http://www.tactill.com)

## **A propos de MONEXT**

MONEXT est un **acteur majeur du paiement en France et en Europe**. Nous accompagnons plus de 150 établissements financiers et 8000 commerçants avec des services innovants qui couvrent l'ensemble de la chaîne monétique en harmonie avec les évolutions réglementaires. Nous développons des solutions toujours plus sécurisées qui anticipent tous les nouveaux usages afin de contribuer au développement de nos clients : paiement omnicanal, optimisation des flux financiers, crédit, processing de cartes, lutte contre la fraude... partout et sur tous les « devices »....

Pour plus d'informations : [www.monext.fr](http://www.monext.fr)

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