



SUCCESS STORY

KEEPING THE CUSTOMER EXPERIENCE FULLY CHARGED

Major fashion retailer employs Bretford Charging Lockers to uphold their customer service credo

THE CHALLENGE

This technology-forward retailer sought out a reliable, secure method for charging the mobile devices used by department sales team members to look up real-time product availability and to facilitate point-of-sale transactions. These devices needed to be centrally stored and sufficiently charged, accessible to team members shift after shift.

THE SOLUTION

Bretford’s TechGuard Charging Locker was selected to secure, charge and organize devices at locations across the U.S. Each locker bay features multiple charging ports, shared PIN access and clear-view windows, making charging and provisioning of devices simple and effective.

Each locker bay is equipped with one AC port and two USB ports, with enough space to accommodate a laptop, tablet and mobile phone. To access these devices, team members use a shared 4-digit passcode to unlock the respective bay. Team members can easily see which bays are open for charging or occupied with an available device through an integrated, security-grade window. For troubleshooting and management, IT administrators can access the lockers with customized key cards.

THE CLIENT

Luxury Department Store Chain

HEADQUARTERS **INDUSTRY**
Seattle, WA Fashion Retail

EMPLOYEES **LOCATIONS**
72,500 363

WHY BRETTFORD?

Bretford’s TechGuard Charging Lockers established team accountability for devices, effectively reducing theft. With devices always charged and ready to go, team members facilitate fast, seamless and memorable sales and customer service experiences.