

Customer Driven Solutions



Cennox retail

WHO ARE WE?

Cennox has made a huge impact in retail, and continues to advance by providing innovative solutions. We are a market leading provider of Hardware Solutions, Facility Transformations, Business Security and Product Diversification.

You may not recognize the name Cennox, but you will definitely have come into contact with our solutions and products

WHY CENNOX?

Cennox prides itself on building successful partnerships and relationships which directly impact positively on our clients, and ultimately their customers.

We work across many disciplines with the ultimate goal of improving customer experience. Our many areas of expertise allow us to offer our customers a full-circle approach which is helping to respond to future trends. To thrive, you have to offer something different. When retailers look towards the future for innovation and efficiencies, they turn to Cennox.

Our capabilities

- + Store optimization
- + Self-service kiosks
- + ATMs and BTMs
- + Intelligent safes
- + Store signage
- + Store design and refits
- + Store maintenance
- + Anti-skimming
- + CCTV and surveillance
- + Cash security
- + Digital marketing
- + Driving footfall



One partner, many solutions.

Whether you're a small business owner or working for a tier one retailer, we supply, install and maintain the products and services which will work for you.

We don't see our solutions as 'one-size -fits-all'. We offer a tailored approach to individual customers based on their needs, now and for the future.

Hardware solutions

Hardware

From planning to installation & maintenance

CENNOX UNDERSTANDS YOUR BUSINESS NEEDS

Our skilled teams criss-cross the nation installing devices for many of the world's leading organizations.

Our global presence but local approach ensures a meticulous service is delivered coast-to-coast. We do not see borders, we always strive to go beyond them.

Working with our customers around building a procurement model to support their roll-out program, Cennox understands the need to source the right solution which answers our customer's brief. As a multi-vendor supplier of equipment, Cennox always look to supply our customers with the right hardware solution without being reliant on just one OEM's portfolio.

Our hardware solutions

- + ATMs and BTMs
- + Cash management
- + Cash automation solutions
- + Intelligent safes
- + POS creation
- + Specialist kiosks
- + Self-checkout terminals
- + Digital advertising screens

Go-to specialist partner

From planning and implementation to nationwide installation services and technical hardware provision, to implementing security solutions and refurbishment solutions, Cennox improves our clients' project cost efficiencies, provides choices and delivers products and ongoing services to enhance the operations of their business.

Technical field services

As market leaders providing managed solutions for our customers, they lean on Cennox to facilitate their field services. Cennox field technicians are supported by our operations service team, giving you the resources to ensure completion of the project requirements. From maintenance, parts, and refurbishments, we deliver quality service.

- + Nationwide Maintenance Services
- + Local Help Desk Support
- + Estate Monitoring (photos, updates, etc)
- + 1st/2nd Line Maintenance
- + Anti-Viral Hardware Cleaning
- + Cosmetic Hardware Refresh
- + Disaster Recovery / Vandalism Response

Installation & deployment

Our success at delivering beyond expectations is why our customers entrust their services to Cennox. Our trained project managers and technicians perform installation/deployment services nationally.

- + Full Project Management - Start to Finish
- + In-House Logistics Management
- + Staging and Storage Facilities
- + Construction & Electrical Capabilities
- + Site Surveys - Pre-Installation to Ongoing
- + Maintenance and ADA/Compliance Surveys

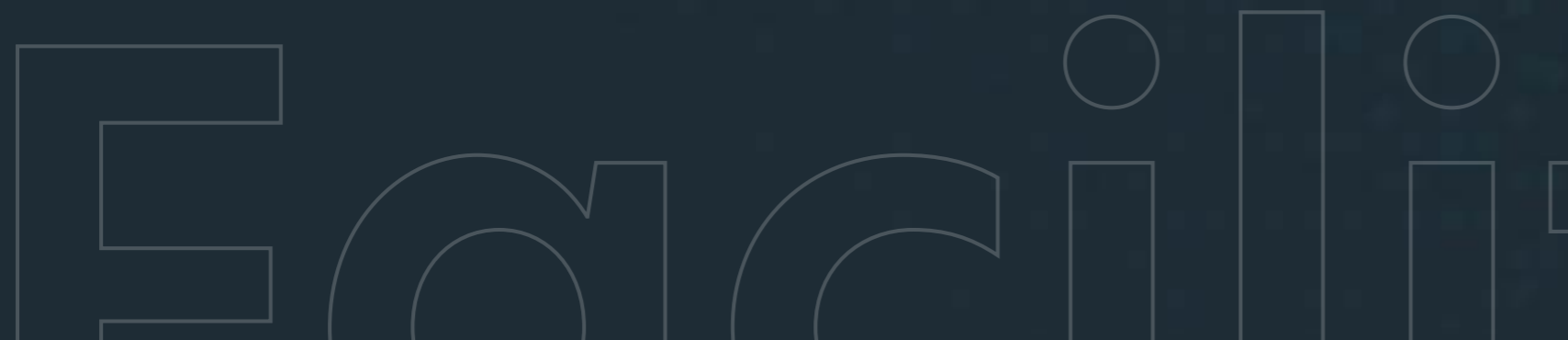
Hardware refurbishment service

Cennox believes refurbished machines should leave our premises in 'manufacturers showroom' condition and our engineers pride themselves on how immaculate they look when they leave.

The refurbishment process sees the machine stripped down to the shell, cleaned, all faulty parts replaced, prepared and painted to our customer's brand specifications.



Facility transformation



Refresh, refit and regenerate

KEEP YOUR CUSTOMERS COMING BACK

We believe in creating a customer experience and environment which attracts client loyalty, integrates new technologies and invites 'play' into the retail space.

Cennox can undertake all projects from initial design meetings, through to full project planning, management, stakeholder engagement and ultimate fit-out implementation.

Customers choose Cennox to transform their stores, offices, bank branches and facilities, as a result of our enviable in-house capabilities. This benefit helps to manage these complex projects, reduce costs and transform their business through one point of contact.

Our store improvement solutions

- + Store Enhancements
- + Digital Advertising Installation
- + Signage Installation
- + Full Store Refits
- + Store Maintenance
- + Construction & Electrical Projects

We believe it is important your store meets your brand expectation, attracts the right customer demographic and provides the shopping experience to grow sales.



Store signage

Our in-house signage office has a heritage going back almost 150 years. Today, our skilled teams create cutting edge signage for companies across sectors. Our solutions include:

- + Full Creative Design and Brand Service
- + External Logo and Fascia Panels
- + Window Graphics
- + Custom Graphics and Lettering
- + Custom Display Stands
- + Directional Floor and Ceiling Graphics
- + Branded Street Furniture
- + Street-Side Panels / A-boards
- + Projected Signs

Building maintenance

Cennox provides a nationwide field service able to undertake a wide variety of facility maintenance.

From light construction projects to service critical building and device maintenance, Cennox is the trusted go-to partner for clients needing access to skilled teams, supported by extensive facilities and resources.

Store refits

In such a competitive landscape, retailers are investing in their stores to attract greater customer loyalty and shopping experience. Our teams work with our clients to undertake either partial or full store refits.

With the full project team in-house, from Project Managers to Designers, Electricians, Construction, Signage and Fit-Out experts, Cennox is an agile transformation delivery company.

Construction and electrical projects

Cennox is passionate about delivering the best-in-class solutions specializing in Transformation Solutions across a diverse range of industries. From one-off projects to full build-outs, Cennox has vast experience across a wide range of industries and project sizes.

No matter what the challenge or required depth of technical knowledge, we have the resources, relationships, and knowledge to further your success. Our hands-on approach and experience is unrivalled in the industry.

Retail security

Retail

Securing your business

PROTECT YOUR STAFF, PRODUCTS AND FACILITIES

Our ethos is simple; provide customers with the very best security solutions, maintained and installed by our skilled nationwide Field Teams. Cennox is known worldwide for our approach to security and the innovative solutions we develop.

With nearly three decades of experience in the security alarm and fire industries, we offer cutting edge technology, while striving to lead the way in security products and their implementation.

Cennox is committed to leading the way in retail security, inside and out.

Our security solutions

- + Cash Security
- + Anti-Skimming
- + Access & Alarm Solutions
- + CCTV Solutions
- + Gas Pump Security

Cennox provides a leading portfolio of Security products aimed at protecting its customers' stores, products and cash to limit the devastating impact made by criminals.

Our in-house Research and Development Teams work in partnership with our customers to lead effective responses to any threats.

Cash security

Cennox develops and innovates cash security solutions to protect our customers in the bank, retail and hospitality sectors worldwide. Our solutions address a wide spectrum of threats and deliver real-time success. Our cash security solutions include:

Safes

- + Intelligent cash management safes
- + Commercial safes

ATM security

- + Anti-skimming protection
- + ATM tampering detection
- + ATM tracking, alarms and sensor
- + ATM rooms, enclosures and barriers
- + ATM safe protection
- + ATM plinths
- + Gas detection solutions
- + Security smoke devices
- + Bank note staining

CIT solutions

- + CIT cases
- + Homologated CIT case and ink staining solution

Anti-skimming

Where a card is present, criminals look to exploit ways in skimming the data and PIN of your customer's card. Cennox is the industry leader in developing and deploying antiskimming devices to protect against these types of attacks.

CCTV, access and alarm solutions

Cennox is passionate about securing our customers' facilities and infrastructure. Our comprehensive CCTV solutions ensure your facilities remain monitored and security equipment maintained.

Gas pump security

As card skimming increases at the gas pump, Cennox has designed AEGIS5, a five point card protection solution specifically to detect and protect against card fraud at the pump. A multi-layered protective solution, the AEGIS5 prevents skimmers from being installed, provides a visible deterrent to criminals and can detect when illegal activity is underway at the gas pump.

We also source and implement efficient back office solutions:

- + Traditional Smart Safe Delivery & Installation
- + Vault & Safe Maintenance
- + Commercial Locksmith
- + Strong Room Construction



Product diversification

Product

Business growth

BRINGING THE LATEST INNOVATIVE SOLUTIONS

We pride ourselves on being the market leader in bringing innovative solutions to the market, and with an ever-changing retail landscape, this makes us the best partner for your business.

Our growing product portfolio brings the latest in direct marketing through concepts such as interactive personalized digital signage and custom kiosk builds. These improve the retail experience, automate transactions and customer engagements, thus creating efficiency.

Some of our current solutions

- + Personalized customer interactions which drive improved conversion.
- + Locker solutions to support 'Click-and Collect' services and to increase footfall.
- + Bringing diverse kiosks and ATM solutions in-store to drive footfall, increase spend and automate transactions, thus maximizing on resource opportunities.

Product diversification solutions

- + Digital Marketing & Branding
- + Self-Service Kiosks
- + In-Store ATMs
- + EV Charging
- + Collection/Delivery Lockers

Digital signage used in-store can create memorable brand experiences. Whether it is projected in large formats, or is viewed on kiosks, it helps project a positive image and can be tailored to specific offers or promotions.

Self-service kiosks

Our ability to provide the full scope of services and solutions make Cennox an attractive, best in-class and fully end-to- end provider.

With our years of experience in the ATM industry we have the abilities and know-how to make any kiosk project successful. We are a nationwide service delivery partner for many leading organizations and benefit from having a physical presence and in-house teams in every continental state, including Alaska, touching over 80,000 self-service machines.

From installation and logistics to ongoing maintenance and full refurbishments, we can help. Whether you're looking for a tailored one-off kiosk project or a nationwide roll out we are your go-to, specialist partner.

Digital marketing

The power of digital marketing is growing and becoming a more cost effective and consistent way to market for an immediate customer interaction than any other marketing opportunity.

We install and maintain the latest digital marketing solutions.

We know that customers are constantly looking for more from retailers, both large and small: memorable experiences, entertainment, offers and games attract customers and help to keep them in store for longer. The benefits include:

- + Up-sell and increase customer spend by an average of 30%
- + Influence customer behavior and purchase habits
- + 90% of shoppers have used self-service devices
- + Reduce waiting times
- + Add value to in-store offers
- + Improve stock control
- + Avoid missed sales

Store optimization

This is arguably the most important factor in a successful retail business, and Cennox has the experience and the innovative approach to enhance both customer and colleague experience.

From understanding footfalls and key marketing opportunities, to working on custom projects, Cennox has the ability to create, implement and enhance your customer experiences.

EV charging solutions

The installation of vehicle charging points has seen a rapid increase in activity and a new industry born. As a nationwide installation partner for a wide range of technologies, Cennox is providing organizations with attractive, in-house roll-out opportunities for the EV Industry.

We can see the conversation around electric vehicles change and consumer attitudes shift from cautious interest to overall expectation that the infrastructure will be there - where and when they need it.

In-store ATMs

Cennox installs and maintains thousands of ATMs across the US, from independent retailers to multi-national banking estates. We see the benefits of ATM facilities in a retail environment, including increased footfall, community service, potential revenue source and expanded conversion and spend in-store.

Collection/delivery lockers

The boom in the last mile collection/ delivery services is creating an upswing in postal locker access. Our nationwide teams manage the full end-to-end locker management, from custom branding, installation, storage and staging and ongoing maintenance. From planning permissions to engineer resource, we are fully equipped to build and support locker deployment nationwide.



We support over **80,000** self-service devices across the nation, completing over **370,000** work orders per year.

Solutions delivery specialists

FROM IDEAS TO IMPLEMENTATION

Cennox is unique in the eyes of our clients. Multi-vendor, cross sector and innovative in the solutions we provide. Our in-house capabilities and passion to truly deliver an end-to-end service, is enabling us to help our clients drive change through their business.

From nationwide installation services and technical hardware procurement, to implementing security solutions, signage projects and facility transformation, Cennox improves our clients' project cost efficiencies, provides choice and delivers products and ongoing services to enhance the operations of their business.

Cennox approaches client relationships from a consultative perspective, developing partnerships with long term, mutually beneficial outcomes.

For every customer, we have a thorough work process in place to design individual services and custom solutions for unique needs and goals.



One supplier.
Many solutions.