Maximize ROI with Enterprise Visibility and Tailored Life Management Services

SmartConnect™ is a core service offering under Gatekeeper Systems smart suite of solutions designed to provide data-driven "smart" services focused on maximizing ROI at the lowest possible total cost of ownership. The managed service encompasses a large team of experts and enabling infrastructure to deliver an end-to-end solution. This service delivers optimized performance with lowest life costs by leveraging technology and personnel to remotely monitor and manage store locations and deployed equipment.

How Does SmartConnect Deliver Value?

- ✔ Automated system alerts enable swift issue resolution
- ✔ Onsite avoidance with remote data-driven support
- ✔ Enterprise oversight via alerts and exception based reporting
- ✔ Automated software updates for system optimization and extensibility
- ✔ Gatekeeper Systems' dedicated IT experts manage the end-to-end solution
- ✔ Lowest burden on store personnel as Gatekeeper proactively manages system performance

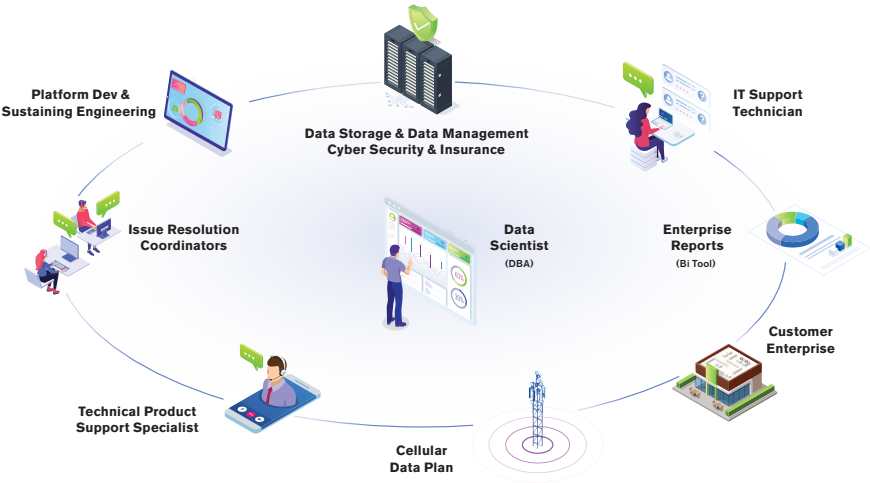Purchek®   FaceFirst   Business Intelligence   CartControl®   CartManager®

GATEKEEPER SYSTEMS

SmartConnect™ is a managed support solution with a range of service options designed to free up your store teams and IT resources.

Platform Dev & Sustaining Engineering

Data Storage & Data Management Cyber Security & Insurance

IT Support Technician

Issue Resolution Coordinators

Data Scientist (DBA)

Enterprise Reports (Bi Tool)

Customer Enterprise

Technical Product Support Specialist

Cellular Data Plan

Three options to customize your LP systems:

SystemMonitor	SystemOptimizer	SystemOptimizer Plus SystemOptimizer + SystemManager
Customer Managed System Issue Resolution	Gatekeeper Managed System Issue Resolution	Gatekeeper Managed System Issue Resolution and Gatekeeper Oversight of Employee-driven Events
Daily Actionable Alerts	Daily Actionable Alerts	Daily Actionable Alerts
Weekly Issue Oversight Report	Weekly Issue Oversight Report	Weekly Issue Oversight Report
Remote Issue Resolution*	Remote Issue Resolution	Remote Issue Resolution
Upgrade Capability	Upgrade Capability	Upgrade Capability
Connectivity Data Plan	Connectivity Data Plan	Connectivity Data Plan
	Issue Resolution Management	Issue Resolution Management
	Network Uptime Management	Network Uptime Management
	Edge Device Management	Edge Device Management
	Software Updates "As Needed"	Software Updates "As Needed"
	Remote System Optimization	Remote System Optimization
		Store Events Management**
		Gatekeeper Oversight of Store Employee-driven Events

*SystemMonitor customers manage system alerts on the first call with the option to contact Gatekeeper for issue resolution.

**Gatekeeper will provide oversight and work with stores directly to resolve employee-driven non-system issues.

Mult-year Subscription Plans

Gatekeeper provides multi-year subscription plans for SmartConnect solution to simplify the renewal process.

Benefits That Maximize Your ROI

- **Enterprise Oversight to Manage Store Performance**

  Exception-based reports deliver enterprise-wide visibility of systems and actionable alerts.

- **Maximized Uptime and Improved Efficiency with Swift Issue Detection and Resolution**

  Gatekeeper Systems provides oversight and manages issues to resolution minimizing the burden on store personnel.

- **Minimizes Onsite Service Charges and Reduces the Risk of Return Trips**

  Remote monitoring and issue resolution avoid onsite trips and increase profits, and visibility of specific issues enables dispatch of skilled and prepared field engineers minimizing repeated trips.

- **Optimized and Extensible Solution**

  Remote software upgrades deliver the highest performance and accommodate ongoing scalability.

- **Due Diligence**

  Remote monitoring, reporting, and issue resolution eliminate the ambiguity of system performance reassuring a positive shopper experience.

- **SmartConnect™ Paired with Theft Management Service Delivers Added System Performance and ROI by Classification of Store-Captured HD Pushout Video Events**

  Visibility of pushout videos provides higher intelligence with more concise exception-based data to guide action and countermeasures.

- **SmartConnect™ Paired with PM Program Enables Preventative Maintenance to Reduce PM cost**

  Remote management and system visibility allow store-by-store optimization of maintenance needs.

GATEKEEPER® SYSTEMS