**BUSINESS REQUIREMENTS**

- Enhanced customer experience throughout the customer journey
- Empowering in-resort associate to provide a superior service and opportunity to improve sales including cross-sale and up-sale
- Enable a PCI DSS compliant system that can operate in online and offline environments

**OUR SOLUTIONS**

- Private cloud based in-resort associate enablement solution with Customer, Sales, Forms, and Task Management
- Online and offline sales with wireless connectivity to chip and pin payment and voucher printing devices
- Digital forms and information brochures with email connectivity for paperless operations

**BUSINESS IMPACT**

- Around 7% increase up-sell and cross-sell
- Around 20% increase in associate satisfaction
- Offline cashless sale increased by 60%

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**Solution Overview**

In-Resort Managed Sales Platform for heightened Customer Experience & ensuring Save a Sell

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**About Us**

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital. Born Agile", our capabilities span across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality. Headquartered in Bangalore, India, Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

**contact@happiestminds.com**