

BACK OFFICE & CONTROL ROOM



Centralised Analytics & Reporting for Business Intelligence

With security, foot traffic management, communications, and customer service being primary concerns for retailers, it is imperative for them to have access to centralised and remote-access analytics, management and reporting tools. A well-equipped and staffed security control room ensures the physical safety of all people and assets on the premises.

Itec recognises the pivotal role of a retailer's back office, bridging customer-facing areas and warehousing. Our Unified Communications solution ensures smooth information flow, handles customer inquiries, and integrates PBX handsets, PBX reporting, webcams, secure WiFi, digital displays, interactive whiteboards, and a mobile-friendly Call Centre to manage the customer experience.

In our back-office security solution, we equip the control room with monitors and an analytics dashboard, ensuring personnel safety through biometric access control. Customised analytics-driven CCTV enhances surveillance.

For digital colour and mono printers, we prioritise network security and implement proactive print management with cost control features. Additionally, our solution includes automated consumable replenishment to streamline operations.



- Print Management
- Unified Communications
- Security & Business Intelligence