

SmartStore CLICK & COLLECT LOCKERS

Fast and efficient order pickup to drive more sales, reduce costs and deliver customer insight

HughesON™



SMARTSTORE CLICK & COLLECT LOCKERS

Make order pickup smarter and faster for everyone! Now that so many people have discovered the convenience of online ordering, they're looking for fast, contactless pickup to complete their shopping journey.

Apex smart order pickup solutions from Hughes Network Systems Europe give them that experience, while you get 24/7 data visibility of each handoff so you can optimise labour and increase efficiency across your portfolio. As part of a Hughes Europe managed network they offer many additional benefits that may not have occurred to you. They provide a vital addition to your omnichannel sales and marketing strategy, integrating online ordering with footfall in physical outlets.

Customers have changed their habits and expectations faster than anyone thought possible. With this feature-rich smart locker technology retailers can gain valuable insights into customer behaviour while optimising the customer experience with a contactless and fast service.

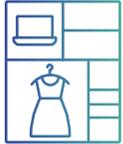
SmartStore Click & Collect Lockers consist of two main product components: the lockers themselves and a cloud management system, made available on subscription. The service offering includes all the necessary hardware, software, installation, management, and support of the service.

All you need for the service to operate is network connectivity, which Hughes Europe can provide if required.

Key Benefits

- › Cuts queueing time
- › Reduces burden on staff
- › Goods delivered just in time
- › Contactless collection
- › Secure
- › Reduces cost of returned goods
- › Customers who pick up in store buy additional items!
- › Provides insights into customer preferences

SMARTSTORE CLICK & COLLECT OPTIONS



Intuitive and easy-to-use BOPIS

Ideal for buy online pickup in store (BOPIS), each click-and-collect solution consists of a standalone locker, which has the control unit in it and then up to three additional satellite lockers, controlled by the standalone locker. There are two ranges of click and collect lockers, one suitable for indoor use and the other for sheltered outdoor use.

Within each of these ranges Hughes Europe offers a variety of models, depending on the desired number and size of compartments within the locker. The standalone lockers have from seven to 16 doors and the satellite lockers from four to 16 doors.

Everything is centrally managed via the cloud. Your customers will simply scan or enter a unique collection code and their compartment opens. The lockers also support a wide range of user ID systems: barcode, magnetic stripe, proximity card or keypad entry.

All click and collect smart lockers can be customised with your company colours and brand identity.



Faultless food and drink dispensing

The food service pickup service from Hughes Europe is efficient, fast and easy to use. It reduces pickup queues and provides customers and delivery drivers the fast contactless pickup experience that they want.

The food service solution consists of full size and countertop flow-thru lockers offering between 3 and 31 compartments. It offers fully automated digital order fulfilment integrated with your back of house technologies to provide a seamless service to your customers.



Real-time visibility

The cloud management system provides real-time visibility and control through a single unified transaction platform, giving customers the ability to track, manage and report on locker and dispenser usage.

The cloud management system is easily integrated into a wide range of existing business systems. Using simple, lightweight APIs, it is possible to integrate into:

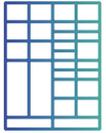
- Point of sale systems
- CRM
- Mobile apps (consumer or employee)
- Kitchen display systems
- Loyalty programmes
- Order aggregation
- Third-party delivery services

Integration with such systems removes the requirement for duplicate data entry: data on customers' purchasing is captured automatically and can be consolidated as part of a 360° view of the customer.

Alternatively, for customers that do not wish to integrate SmartStore Click & Collect Lockers with other business systems, there is a simple order management application. This app allows you to create and manage orders, send notifications and more.

HOW IT WORKS

The service covers the following:



Hardware provision

As part of the managed service, Hughes Europe provides the hardware required for the SmartStore Click & Collect Lockers and will ship it anywhere in Europe. Customers do not have to handle the equipment at any point during the supply process as everything is carried out by Hughes Europe, with the logistics being performed by specialist third-party companies.



Project management

Hughes Europe's internal project management team takes care of the entire project from inception to completion.



Hardware maintenance

Hughes Europe will provide replacements for all hardware that it supplies, and which is broken or malfunctioning, as part of the service.



A single point of contact

Hughes Europe's provisioning team provides a single point of contact for all services whether the service is provided in a single or multiple countries.

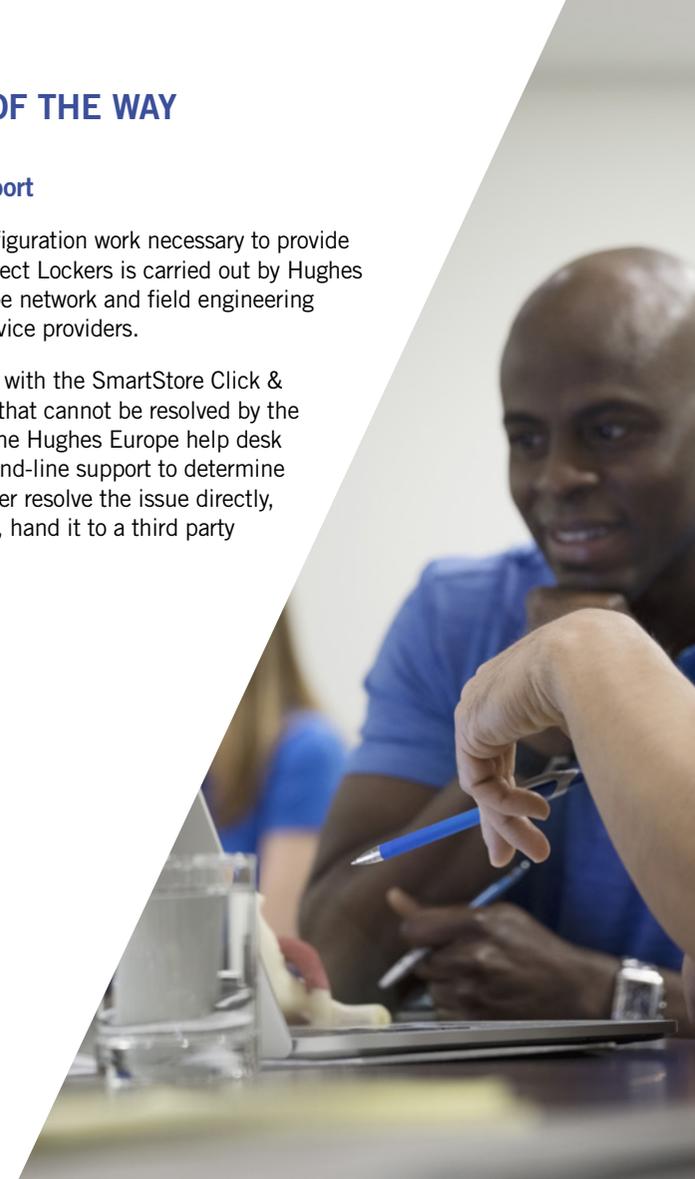
WITH YOU EVERY STEP OF THE WAY



Installation and support

All installation and configuration work necessary to provide SmartStore Click & Collect Lockers is carried out by Hughes Network Systems Europe network and field engineering teams or third-party service providers.

In the event of an issue with the SmartStore Click & Collect Lockers service that cannot be resolved by the customer's own team, the Hughes Europe help desk team will carry out second-line support to determine the problem. It will either resolve the issue directly, or if this is not possible, hand it to a third party for swift resolution.



SMARTSTORE CLICK & COLLECT LOCKER UNITS

Standalone and satellite click & collect lockers

There are two ranges: the 6700 for indoor no-wait pickup and returns, and the more robust 6800 for outdoor no-wait pickup and returns.

Within each of the ranges there are a number of differing configurations depending on the number and size of the compartments within the locker.

The standalone lockers range from 7 to 16 doors and the satellite lockers range from 4 to 16 doors.

6700 Series Indoor Lockers

- Quick, secure access: customers simply scan or enter a unique collection code and their compartment(s) open
- Optimal compartment sizes: a wide choice of configurations to accommodate many products and shelf heights
- Flexible configurations: satellite lockers can be added to the right and/or left of customer interface
- Accessible design: intuitive customer interface, including a Braille display
- Ideal for most indoor environments: operates in temperatures from 4° C to 38° C
- Supports a wide range of user IDs: choose from barcode, magnetic stripe, proximity card or keypad entry
- Optional front and side skirts to provide a more streamlined appearance

6800 Series Outdoor Lockers

- Quick, secure access: customers simply scan or enter a unique collection code and their compartment(s) open
- Optimal compartment sizes: a wide choice of configurations to accommodate many products and shelf heights
- Flexible configurations: satellite lockers can be added to the right and/or left of customer interface
- Accessible design: intuitive customer interface, including a Braille display
- IP24 rated: resists rain, moisture and particle infiltration of 12.5 mm or larger
- Withstands cold and heat: operates in temperatures from -23° C to 43° C with optional heater fan (without heater fan: 4° C to 43° C)
- Supports a wide range of user IDs: choose from barcode, magnetic stripe, proximity card or keypad entry
- Optional front and side skirts to provide a more streamlined appearance

SMARTSTORE FOOD & DRINK COLLECTION LOCKERS

OrderHQ 10X Series Flow-Thru lockers

- Maximum capacity: 31 compartments
- Associates load orders in the back, customers pick up from the front
- Real-time data visibility of each order
- Custom configuration for your space and order volumes
- No wait, contactless pickup for takeout and delivery
- Ambient temperature compartment, enabling hot and cold items to be put in the same compartment
- Integrates with back and front of house technologies

OUR MANAGED SERVICE FOR NETWORK CONNECTIVITY

Managed from our 24x7x365 Network Operations Centre in Frankfurt and supported by our customer support helpdesks in the UK and Germany, we continuously monitor and manage customer networks to identify potential issues that may arise and deal swiftly and effectively with any outages that might occur.



WANT TO KNOW MORE? GET IN TOUCH



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About Hughes Network Systems

Hughes Network Systems, LLC (HUGHES) is the global leader in broadband satellite technology and services for home and office. Its flagship high-speed satellite Internet service is HughesNet®, the world's largest satellite network with over 1.3 million residential and business customers across the Americas. For large enterprises and governments, the company's HughesON™ managed network services provide complete connectivity solutions employing an optimized mix of satellite and terrestrial technologies. The JUPITER™ System is the world's most widely deployed High-Throughput Satellite (HTS) platform, operating on more than 20 satellites by leading service providers, delivering a wide range of broadband enterprise, mobility, and cellular backhaul applications. To date, Hughes has shipped more than 7 million terminals of all types to customers in over 100 countries, representing approximately 50 percent market share, and its technology is powering broadband services to aircraft around the world. In Europe alone, where we have been helping our customers to achieve optimal value from their network infrastructure for more than 30 years, we manage 55000 sites, across 28 countries supporting more than 5 billion transactions every year. Headquartered outside Washington, D.C., in Germantown, Maryland, USA, Hughes operates sales and support offices worldwide, and is a wholly owned subsidiary of EchoStar Corporation (NASDAQ: SATS), a premier global provider of satellite operations. For additional information about Hughes, please visit www.hughes.com and follow @HughesConnects on Twitter.

About EchoStar

EchoStar Corporation (NASDAQ: SATS) is a premier global provider of satellite communication solutions. Headquartered in Englewood, Colo., and conducting business around the globe, EchoStar is a pioneer in secure communications technologies through its Hughes Network Systems and EchoStar Satellite Services business segments. For more information, visit echostar.com. Follow @EchoStar on Twitter.

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