



Reliant at a Glance

Retail & Hospitality Technology Automation

From omnichannel payments to mobile applications to immersive rich-media customer experiences, technology is transforming at lightning speed the way retail and hospitality chains do business today. Managing all this change is not easy, especially in an era of ubiquitous computing where mobile-first initiatives, cloud migrations, and IoT can be a top priority. Meanwhile, there are legacy applications and infrastructure which need to be supported while making sure cyber security is continually addressed. For today's busy retail and hospitality executives who demand agility while also looking for ways to lower operational costs, Reliant offers an integrated solution that provides a better way to deliver in-store applications and systems. Unlike the traditional, inflexible approach to back-office systems, Reliant Platform addresses your compliance gaps by consolidating network, security, infrastructure, and application functions into a virtualized platform that can bridge the gap between the cloud and the store.

Since every organization today is essentially a "technology" company, new approaches to IT are critically necessary. Gone are the days when retailers and hospitality managers could afford to rely on a tangled network of legacy systems and overlapping applications running on older client-server architecture to meet full compliance and performance standards. What is needed is a new approach to cost-effectively deploy, secure, and manage the next generation of in-store customer engaging applications. And this is where Reliant shines. We meet this new era of technology innovation head-on by providing business establishments with a single platform solution for bridging the gap between store and cloud. Reliant converges your new and legacy systems into an integrated, scalable system utilizing virtualization, centralized management, and comprehensive monitoring. Retail and hospitality chains gain a simpler and more effective way to deploy and manage applications, networks, and security controls at each location.

Here are just some of the many benefits that Reliant Platform provides retail and hospitality chains:

REDUCED COSTS

- Simpler holistic approach to networking, security, and in-store applications
- No more tangled back-office infrastructure
- Substantial savings through automation and system consolidation

IMPROVED SECURITY

- Availability of all PCI controls
- Ability to segment applications into separate containers
- Centrally managed software configurations and updates for better integrity and fewer configuration mistakes

INCREASED RELIABILITY

- Cloud-level automation resulting in better connectivity and uptime
- Dynamic configuration reduces discrepancies between disparate software environments
- Real fault-tolerance through in-store hardware redundancy and automated failover

Reliant Platform

Reliant Platform is a patented, single in-store platform that uses virtualization and a web-scale DevOps infrastructure to automate delivery and management of applications, networking, and security controls either in-store or in the cloud. Leveraging the latest technologies in application and system orchestration allows Reliant Platform to more effectively deliver immersive customer experiences and support agile application delivery. This includes in-store web content, digital images, music, along with traditional retail systems such as payment, POS, mPOS, and networking and security controls from one central cloud managed, in-store platform. The results are reduced costs, improved security, and increased reliability.

Reliant Platform configurations and software updates are maintained centrally from either your corporate data center, your cloud, or our PCI compliance cloud through Reliant Platform Manager. Our managed services are designed to support our customer's applications and infrastructure 24x7.

Delivering cloud-level automation to physical stores is the core competency that sets Reliant apart in the market. This is why many of today's top global brands have selected our platform to deploy their next generation of mobile, agile, and customer-engaging applications. Our customers are leading chain retailers and restaurant operators with twenty-five to several thousand or more locations. They cover industry segments such as luxury retail, specialty, big-box, convenience stores, quick service restaurants, and casual as well as fine dining.

More About Reliant

OUR COMMITMENT TO INNOVATION

Reliant automates the management of your technology. By addressing security, networking, and in-store computing on a holistic basis, we help retail and hospitality chains reduce the cost and risk of delivering the next generation of customer-engaging applications to their stores. Reliant Platform's allows you, for the first time, to consolidate a wide range of different network, security, infrastructure, and application functions into a single solution resulting in reduced costs, improved security, and increased reliability.

Our management team consists of leaders in the fields of networking, PCI compliance, POS, mobility and payment technology, who bring together decades of retail industry and technology experience.

PROFESSIONAL SERVICES

Reliant provides our customers with professional services that focus exclusively on the needs of retail and hospitality. Our professional services offer expertise and implementation services around applications, payments, PCI security, and converged and web-scale infrastructure. We identify and prevent threats to your environment while also ensuring that critical systems are optimally designed, implemented, and supported. The scope of the analysis may include corporate offices, store locations, e-commerce, and call center environments. We will assess your information security posture and gaps in compliance, as well as provide critical skills to help you meet the increasingly complex needs of today's retail and hospitality technology infrastructures.

MANAGED SERVICES

Reliant offers managed services specifically targeted at retail and hospitality technology operations. These include the management of Reliant Platform infrastructure around PCI security, networking, payment, and retail applications support. Our managed services can offload the periodic support of these key infrastructure components from a customer's existing staff at typically lower costs than when done through internal delivery. All of Reliant's managed services are provided via on-shore US based employees working out of our Tallahassee, Florida or New York offices. Managed services are provided on a 24x7 basis.

Together, our professional and managed services can implement and support your next generation of customer engaging applications while ensuring that all of your critical systems are optimally designed, implemented, and supported. With the Reliant advantage, retailers and restaurant operators are able to preserve their peace of mind while keeping pace with the demands of today's rapidly evolving business environment.

