



## RETAIL INDUSTRY

Ensure an optimized, safe and attractive customer experience



### Challenges

- Identifying sources of nuisances
- Real-time control of remediation systems
- Guarantee a high-quality user experience
- Attract new customers

## Solutions

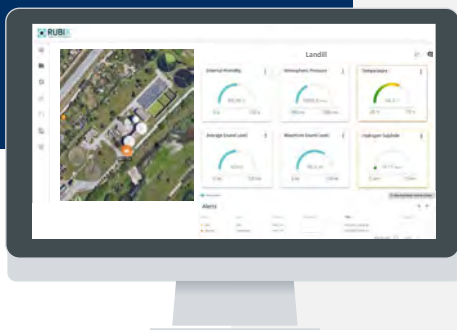


Monitoring of indoor and outdoor retail spaces in order to control levels of pollution and identify sources of nuisances

Detection of olfactory events deteriorating the user experience

Triggering of real-time remediation actions (ventilation, filtration, etc.)

## Benefits



Ensure a safe and healthy environment for workers and customers

Guarantee a high-quality customer experience

Differentiate your business and attract new customers

Optimize your remediation processes and reduce operating costs

### Context

Spaces open to public (closed, semi-open or open) such as shopping malls, parking garages, etc. offer different types of spaces whose environmental conditions must be controlled in order to ensure a satisfying user experience

### Challenge

Understanding public spaces' environmental nuisances is becoming essential for managers to improve the customer experience. There's a need to provide a healthy and comfortable environment and to reduce or eliminate all sources of nuisances in real-time. Also, spaces having full control of the filtration and purification systems to anticipate and quickly remediate conditions turns out to be a way not only to differentiate themselves but to attract new customers

### Solution

A special product was developed that can even be integrated into furniture, enabling the monitoring of both indoor and outdoor environment. It measures urban pollution (through the detection of nitrogen dioxide and ozone) as well as indoor air quality and olfactory events that can deteriorate the user experience. This solution can also trigger real-time remediation actions and cleaning or security interventions

### Impact

Today, shopping malls represent points of concentration of populations and consumption. Therefore, continuous and real-time environmental data collection can provide with a high-quality customer experience, ensuring satisfaction of the occupants and attracting new customers



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