

TRG | SAMSUNG

Meet the Associate of Tomorrow



MOBILE & ADAPTABLE. INFORMED & INVALUABLE.

Contents

Introduction

The Retail Associate Reimagined

Section 1

The Digital Store Floor

Section 2

The Power of Real-Time Insight

Section 3

Mobility That Moves with the Moment

Section 4

Trust Built on Technology

Section 5

From Backroom to Frontline

Conclusion

Tomorrow's Innovations are
Available Today



Introduction

The Retail Associate Reimagined

Brick & mortar retail has entered a new era. Customers expect immediate service, personalized recommendations and seamless experiences that reflect the convenience of online shopping. To meet these expectations, store associates must evolve from transactional task-doers to intelligent, empowered brand ambassadors.

Samsung and TRG are helping retailers lead this evolution by equipping associates with mobile tools that transform every touchpoint—connecting teams to data, customers and one other in real time.

The result is the “Associate of Tomorrow;” faster, more adaptable, more informed and more valuable than ever before.



SECTION 1

The Digital Store Floor





The Challenge:

Shoppers expect online-style service in-store.

Today's Problem:

Associates often lack the visibility and agility to meet these demands in a brick & mortar setting.

Tomorrow's Solution:

Rugged Samsung devices such as the Galaxy Tab Active series and XCover Pro transform the store floor into a connected, data-driven workspace. These tools deliver access to product info, availability, promotions and customer history—right in the palm of an associate's hand.



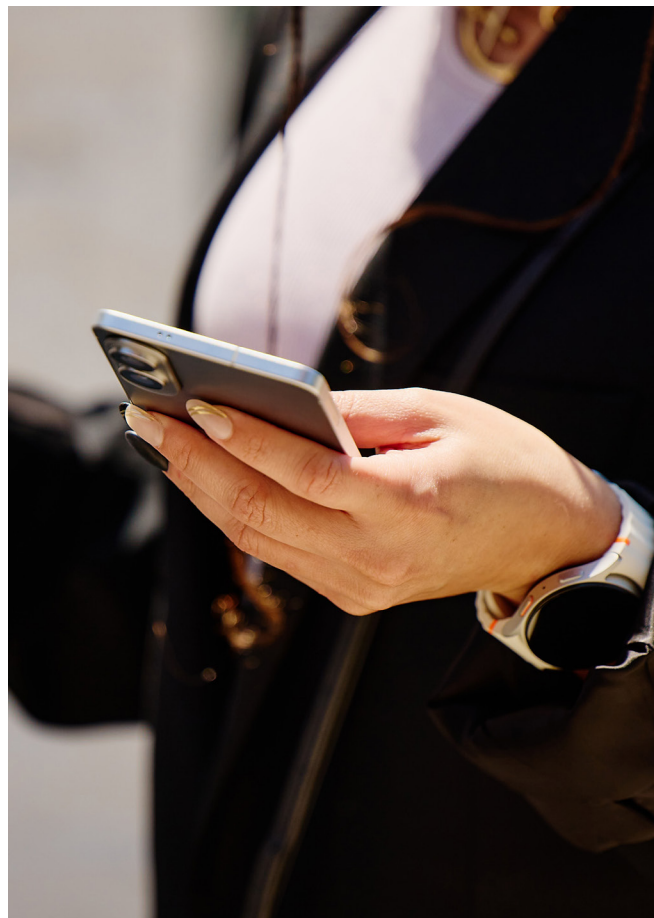
Did You Know:¹

- Retailers using mobile sales tools report 77% higher sales growth.
- Retailers who deploy mobile POS see a 92% sales increase compared to peers without it.

SECTION 2

The Power of Real-Time Insights





The Challenge:

Associates need more than soft skills—they need knowledge.

Today's Problem:

Disconnected systems and manual processes lead to inconsistent service and missed opportunities.



Did You Know:

→ Stores like Everything But Water are already leveraging this approach to deliver “buy anywhere, ship anywhere” service with mobile-enabled associates.

Tomorrow's Solution:

Samsung Galaxy devices deployed by TRG enable real-time access to inventory systems, product specs, customer data and digital catalogs. Associates can answer questions, upsell with confidence and personalize each interaction on the spot.

SECTION 3

Mobility That Moves with the Moment





The Challenge:

Lines, delays and rigid checkout points frustrate customers.

Today's Problem:

Associates are often tied to fixed registers.

Tomorrow's Solution:

Mobile POS allows associates to close sales on the spot—on the floor, in the aisle or wherever the customer needs service. Devices also support special orders, loyalty lookups and immediate checkout.



Did You Know:

- Walmart has already deployed mobile POS in hundreds of stores, reducing wait times and capturing more sales during peak seasons.

SECTION 4

Trust Built on Technology





The Challenge:

Sensitive customer data must be protected.

Today's Problem:

Many retailers lack scalable, secure mobile infrastructure.

Tomorrow's Solution:

Knox security platform ensures device-level security from the chip up, while the optional tools in Knox Suite enable IT to manage deployments, updates and permissions remotely. Meanwhile, TRG supports enterprise-grade provisioning, staging and 24/7 support for Knox-enabled devices.



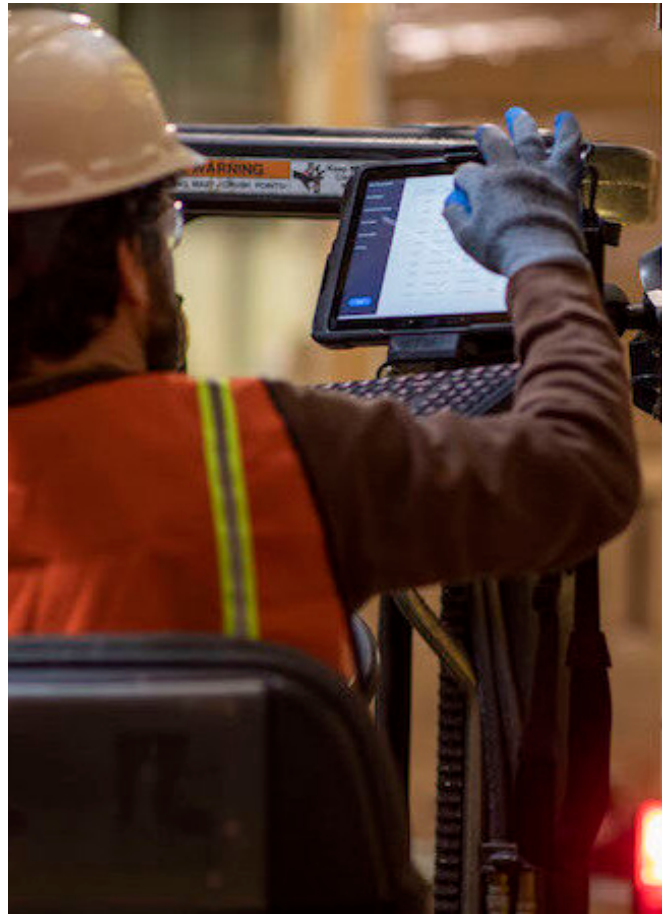
Did You Know:

- Retailers using Samsung Knox benefit from secure, compliant, easily manageable mobile ecosystems built for scale.

SECTION 5

From Backroom to Frontline





The Challenge:

Store operations are too complex and time-consuming.

Today's Problem:

Associates are losing time navigating clunky legacy systems or worse, paper-based tasks.

Tomorrow's Solution:

Mobile tools optimize everything from inventory checks and planogram compliance to BOPIS fulfillment and store transfer. Scanning, tracking and updates happen in real time, without the associate ever leaving the floor.



Did You Know:

- Improved inventory visibility can prevent lost sales, reduce shrink and speed fulfillment, creating a more efficient store and a more satisfied customer.

TRG | SAMSUNG

CONCLUSION

Tomorrow's Innovations are Available Today



The associate of tomorrow is already out there—powered by mobile, driven by data and supported by smart infrastructure. Samsung provides the technology, TRG delivers the deployment and lifecycle services. Together, we help retailers bring this vision to life.

From seamless provisioning to ongoing support and analytics, TRG ensures your mobile strategy delivers real-world results.

Ready to solve tomorrow's retail challenges? Let's start building your connected store today.

SAMSUNG + TRG:
EMPOWERING ASSOCIATES. ELEVATING EXPERIENCES.

TRGSOLUTIONS.COM | INSIGHTS.SAMSUNG.COM/RETAIL