flooid
a GLORY company

One composable, unified commerce platform.

Unlimited possibilities.

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Any vertical
Any journey
Any channel
Any country
Any brand

The future of retail is... freedom

By Diane Palmquist – Group Global CEO, Flooid

Flooid is a company committed to delivering differentiated value to our customers by providing them the means to transform, adapt and grow at the accelerated pace of retail. We strive to build trusted partnerships and deliver impactful innovation empowering our clients to be agile and stay ahead of challenges, while enabling their associates to serve and support the demanding requirements of global consumers.

Our values are core to everything we do and it is our mission to continually strive to be the best composable, unified commerce platform provider globally so our customers can focus on their business objectives and operations. When our customers achieve their goals, we achieve ours. When they need to adapt to business change, we are with them, innovating and delivering solutions to their challenges, every step of the way.

In January 2026, Flooid proudly became part of the Glory Global Solutions family broadening our reach, extending our capabilities and enhancing the value we can collectively bring to retailers around the world.

Together, combining our proven track records, technology innovations and deep knowledgebase of retail, we empower our clients to lower the cost to serve, differentiate from the competition and delight both associates and shoppers.

Diane Palmquist

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What we stand for

"Together with our partners, we give retailers the power to transform the customer experience at every stage of the shopping journey. And we give retailers the power and flexibility to sell consistently and seamlessly any time, any place, any way."

Diane Palmquist – Group Global CEO, Flooid

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We believe in building great retail experiences through advanced insight and accelerated innovation. That's why Flooid's unified commerce platform empowers you to sell to your customers flexibly and consistently wherever they are and however they choose to shop.

How do we do this? By freeing you to add solutions from leading retail tech partners to a single commerce solution that connects every touchpoint, every channel and every vertical.

With Flooid, you engage your shoppers wherever they are. You understand their motivations, and you influence their behaviour. Above all, you stay ready to adapt the way you sell for the changes ahead – including those we can't even imagine yet.

We stand for

Scale

- **Billions of transactions each week**
- **Supporting world leaders in grocery, multi-format, fashion and every other retail vertical**
- **Cloud-based, resilient, SaaS model — available 24/7**

Freedom

- **You choose from tools that enable assisted and self-service journeys, fixed and mobile, personalised offers and near real time business intelligence, remote, instore and estate management**
- **Choose to add capabilities from us or our pre-integrated network, build them yourself or buy from leading providers**
- **Flexible 'as you use' payment models**

Innovation

- **Working with retail pioneers including Intel, SUSE, Microsoft, Google and IBM**
- **Ease of integration with an unrivalled ecosystem of retail commerce specialists**
- **Part of the ORI network of retail game changers**

Our core values

Integrity
We demonstrate honesty and accountability.

Adaptability
We drive change in a constantly evolving market.

Inclusivity
We recognise strength in our differences.

Customer-centricity
We prioritise advocacy and service to our customers.

Impact
We strive to make a difference and thrive on achievement.

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Platform

One composable, unified commerce platform. Unlimited possibilities.

Create the shopping experiences your customers demand with one powerful and resilient cloud-based unified commerce platform. Open and scalable, our cloud-based platform allows you to connect leading tech partners into a single commerce system, meaning you can innovate quickly and optimise your business for growth, today and into the future.

Commerce engine

Maintain a single basket across every channel

- A single place to store and process data including promotions, coupons, prices, taxation, receipts, and payment
- A powerful transaction backbone and central repository of data allows for complete consistency and accuracy across any customer touchpoint including POS, mobile, self scan, self checkout, kiosks and more

Flexible deployment

Proven cloud blueprint with the flexibility to move from pilot to production at your pace

- Optimised cloud for greater speed, then ramp up and down as you choose
- Multi-tenant to insulate you from risk and impact
- Leverage a secure infrastructure to meet business continuity goals and optimise costs for compute, storage, network and other infrastructure

Headless commerce

Build new selling opportunities – and manage them from a central location

- The Flooid platform uses stateless services to deliver truly flexible composable commerce
- Flooid provides the back-end services (the 'engine'), while the front-end applications (the 'heads') can be provided by Flooid, by other application vendors, or can be developed by the retailer directly

Built for innovation

Do commerce your way

- Pre-integrated with 80+ leading providers so you can plug in tools and systems quickly and cost-effectively
- Integrate and innovate quickly in collaboration with tech partners including Microsoft, Intel, IBM, SAP and Google
- Leverage Flooid's product integration to test and develop new customer experiences and digital concepts faster and at lower risk

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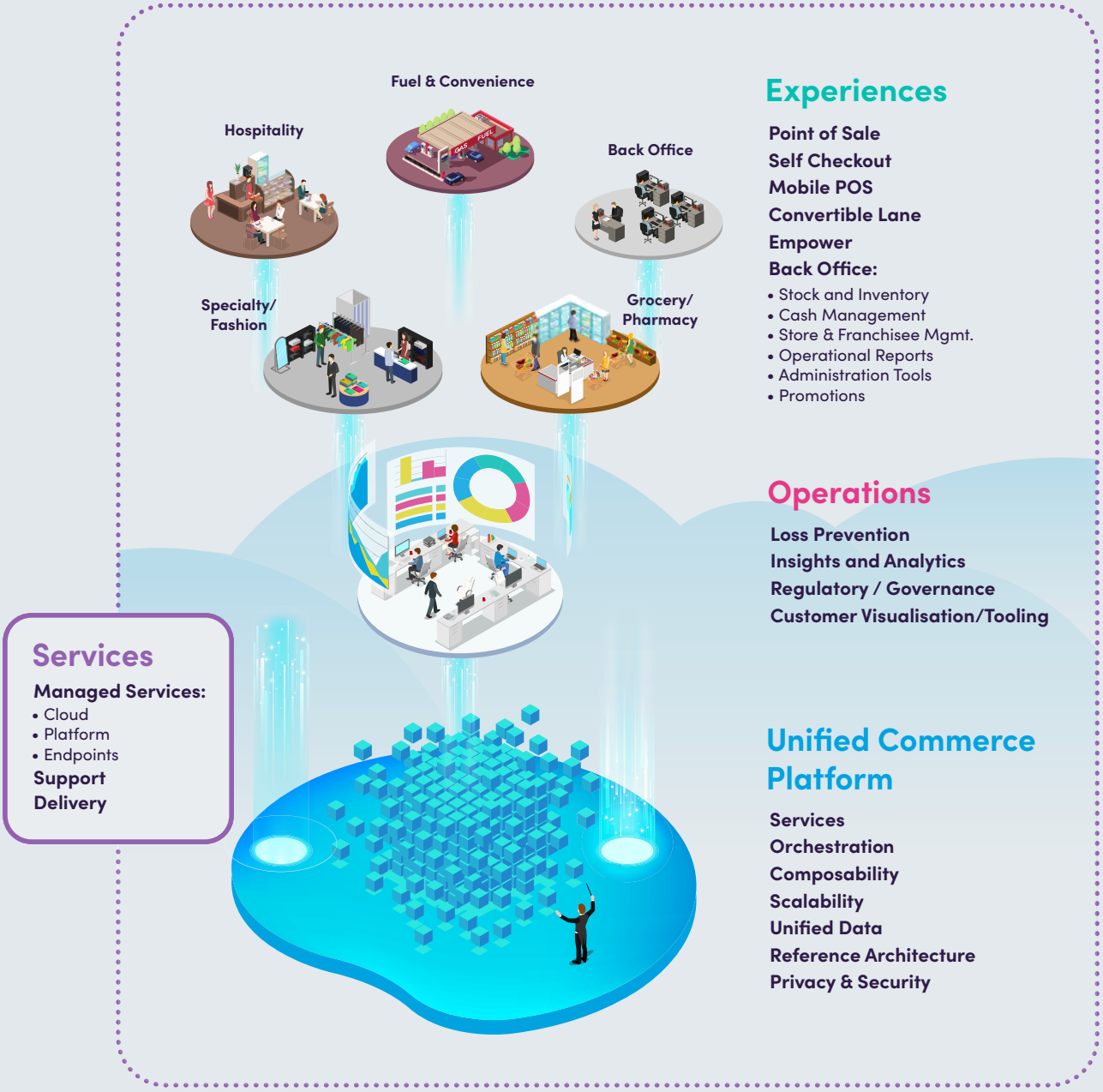
A platform built for your needs

Key benefits

- Lower total cost of ownership
- Faster, lower cost innovation
- Scale faster
- Discover and grow new revenue streams
- More satisfied customers
- Freedom to reinvent the store
- Enhance sales and loyalty and encourage consumer behaviour
- Future-proof commerce capabilities
- Access to Flooid's retail ecosystem



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Experiences

Flexible experiences that put customers first.

Flooid's flexible platform joins transaction data across every touchpoint including web, mobile and store. This gives retailers complete freedom to build or buy-in new types of enabling technology that can create any range of experiences for customers. Self-service, omnichannel journeys, personalised marketing and loyalty are all covered. And, with Flooid, retail associates can also be empowered to do more.

POS

Connect every touchpoint across web, mobile and in stores to create seamless experiences for your customer and a consolidated view of the business, channels and stores for your team.

Mobile POS

Sell from anywhere in store, reduce checkout times and free associates to focus on higher-value tasks with flexible mobile-led sales, returns, order taking and delivery arrangements.

Convertible Lane

Cut time in line without the need for additional staff or a rip or replace of current hardware. A simple swing arm and intuitive UI allows registers to be operated by either customers or staff.

WOOLWORTHS

"We're now looking forward to taking advantage of the full, flexible range of Flooid's capabilities in the months and years ahead as we continue to grow and innovate."

Burger Van Der Merwe,
Director of Operations at Woolworths SA

one|stop

"As a business One Stop is exceptionally proud of the new EPOS system. The technology has helped us run our stores with increased productivity enabling us to service the needs of our customers with even greater efficiency. Plus, it will allow us to give them our attention and time, which is just as important."

Mark Denton,
Head of Technology at One Stop

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Self-Service

Transform the store experience and reclaim space for promotions with self-service options including scan and pay at self-checkout, via cell phone or with a dedicated store-provided handheld device.

Endless Aisle / Save the Sale

Not having an item in store should be no obstacle to sales. With Endless Aisle, retail associates can locate and order an item in real-time via a mobile device – meaning no more lost sales and no more disappointed shoppers.

Click & Collect

BOPIS, BORIS and a host of other online-to-store-based journeys are simplified by Flooid's unified commerce platform.

Personalised Offers

Don't wait for your customers to find you. Find them across any channel with hyper-personalised, highly- relevant offers that encourage engagement and reward a range of desired behaviours.

Food & Beverage

Seamless service and a single view of the customer are the hallmarks of Flooid's F&B capabilities. Align table management, orders, inventory and cash on one platform that works in harmony with grocery, specialty and general merchandise formats.

Inventory

Real-time inventory information and an intuitive UI allow your team to receive, categorise and manage stock effectively. Check stock levels, receive perpetual updates, make stock adjustments, check delivery schedules, and more.

Hudson
By Avolta

"The reason we engaged in the deployment of Flooid was not only to have a strong point-of-sale solution, but also to have a single technology platform that allows us to sell through multiple channels and to create and implement new business models."

Jordi Martin-Consuegra,
EVP, Chief Administrative Officer and Deputy CEO at Hudson

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Services

Free up valuable IT resources and scale and serve with ease.

Innovative retailers don't just need exciting ideas. They need experienced, dependable, pragmatic technology partners that ensure the smooth running of systems, ease of integration and optimised and predictable costs. Flooid delivers – and ensures your cloud performance is optimised and operations seamless, resilient and secure.

Cloud

Flooid's fully-managed cloud environment works 24/7 to deliver multiple benefits including:

- Speed of innovation
  Become a more responsive retailer and pivot faster with swifter rollout of new products, services and experiences.
- Reduced cost and complexity
  No more hefty CapEx and wasted capacity spend — achieve lower TCO through a pay-as-you-use OpEx model.
- Improved security
  Increasingly sophisticated security threats needn't cause you to lose sleep. With Flooid, you have confidence you're secure, compliant and resilient.
- Real-time data analysis and insights
  Enjoy a single view of customer, store or even lane, then turn insights into action that delivers positive change to meet your strategic goals.

Managed services

Flooid's team makes lives easier for your team and your customers 24/7:

Key benefits:

- Economies of scale
- Incredible flexibility
- High system performance and uptime

Services:

- 24/365 Service Desk for a single point of contact for customer-facing staff and back-office teams.
- POS estate management including end-to-end dashboard reporting, software release management and support.
- 24/365 database support and management for enhanced application availability.
- Application and middleware support to ensure smooth continuous operability.
- Security and capacity management for a more robust and fully compliant operation.

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Professional services

Our team of retail experts create a truly collaborative partnership with your business to ensure realistic roadmaps, plus smooth test, deployment and measure frameworks.

Delivering ahead of schedule for Hudson

Hudson shaved five months off new POS deployment with Flooid — mid-pandemic.

> **"We were already on a very demanding timeline to implement the system across more than 2,000 points of sale in the U.S. and Canada when the pandemic caught us. But we looked beyond the crisis and took advantage of it. Now we are going to finish ahead of time with a full deployment across all of our operations by the end of October. That will be 10 months from when we completed our pilot at the end of last year. We were expecting it to take closer to 15 months at best."**

> **"Due to the pandemic, we couldn't get people in the same room to be safely trained. Working with the Flooid team, we were able to digitise the delivery of the software and the installation and implementation of the software, as well as to create learning solutions so that we could take 90% of the training online."**

Jordi Martin-Consuegra
EVP, Chief Administrative Officer and Deputy CEO at Hudson

Read the full article at: www.retailtouchpoints.com

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Sectors

No more siloed operations across different verticals, brands or territories.

We give you a single unified commerce platform that works across grocery and drug, fuel, specialty retail, general merchandise and hospitality. Bringing every store, channel and market together to create the flexible shopping journeys your customers crave.

Grocery, convenience and fuel

Shoppers want speed, convenience, and rewards for loyalty. Grocers need a commerce platform delivering scale, resilience and seamless working between multi-formats including fuel and hospitality. Flooid's unified commerce platform delivers on all fronts.

Discount

In discount, speed and value are of the essence. Flooid's unified commerce platform can process an incredible scale of price changes instantly. Coupons, loyalty and offers are rewarded on any channel. And in-store journeys become faster and require less staff with self-checkout options built around customer preferences.

General merchandise

Create differentiated, revenue-enhancing experiences across departments, brands and verticals. By bringing store, mobile and web channels together, General Merchandisers can accelerate go-to-market strategies, launch frictionless services, add sales channels, convert customers on any device and deliver personalised offers across all customer touchpoints.

Customers

Hudson By Avolta · Pick n Pay · Shoppers Drug Mart · Waitrose & Partners · Walgreens · Woolworths

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Fashion

Leading fast fashion businesses and consultative-led boutiques use Flooid's flexible commerce platform. Unified data frees staff to serve via mobile POS, while customer journeys that span online and in-store visits remain seamless for the customer. Simple, effective integration also ensures frictionless returns processes.

Health, beauty & pharmacy

Specialised products and services often require bespoke processes and a fully supported frontline team. Flooid's unified commerce platform gives your teams a flexible operational base to ensure every customer journey is enabled with personalised information, and to add additional sales capabilities as and when you want to.

Luxury & specialty

Fashion, book, DIY or jewellery store... Flooid has you covered. Our unified commerce platform connects all touchpoints, making complex processes seamless. Retail associates can deliver exceptional customer service and sell more with Mobile POS and Endless Aisle capabilities.

Hospitality

Pub, restaurants and in-store cafés can all optimise operations with Flooid. Synchronise your front and back-of-house systems, integrate with apps to win more customers and drive revenue, gain greater insight from your data and encourage repeat business and loyalty with personalised offers.

Services

POS

Food & Beverage

Loyalty

Basket

Self-checkout

Convertible lane

Pay and go apps

Cash and inventory management

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People and partners

An unrivalled team of retail experts and technology pioneers at your service.

We are proud to differentiate with a strong open ecosystem philosophy and extensive partner network from global giants, like Google, Intel and SUSE, to digitally innovative payment partners like FreedomPay and Adyen to functional expertise and solution partners, like Yocuda, Deliverect and Flytech, and so many more. Flooid brings our passionate, experienced retail experts who embrace our value of customer centricity together with these partners to ensure our customers succeed in building the best of breed solutions of their dreams.

Total freedom assured

Flooid will never lock you into a single technology provider. Whether it's a mobile payment app, a high-powered marketing capability or a sophisticated loss prevention tool, our cloud-based unified commerce platform is the ideal base. Simply decide which experience you'd like to enable, then add capabilities...

- From our off-the-shelf solutions
- From a range of pre-integrated Flooid partners
- From your preferred technology provider
- ... or build them in-house

A global team ready to enhance your retail operation:

Flooid's team makes lives easier for your team and your customers 24/7: management for a more robust and fully compliant operation.

Brands in every sector

Billions of transactions

Member of the... Open Retail Initiative

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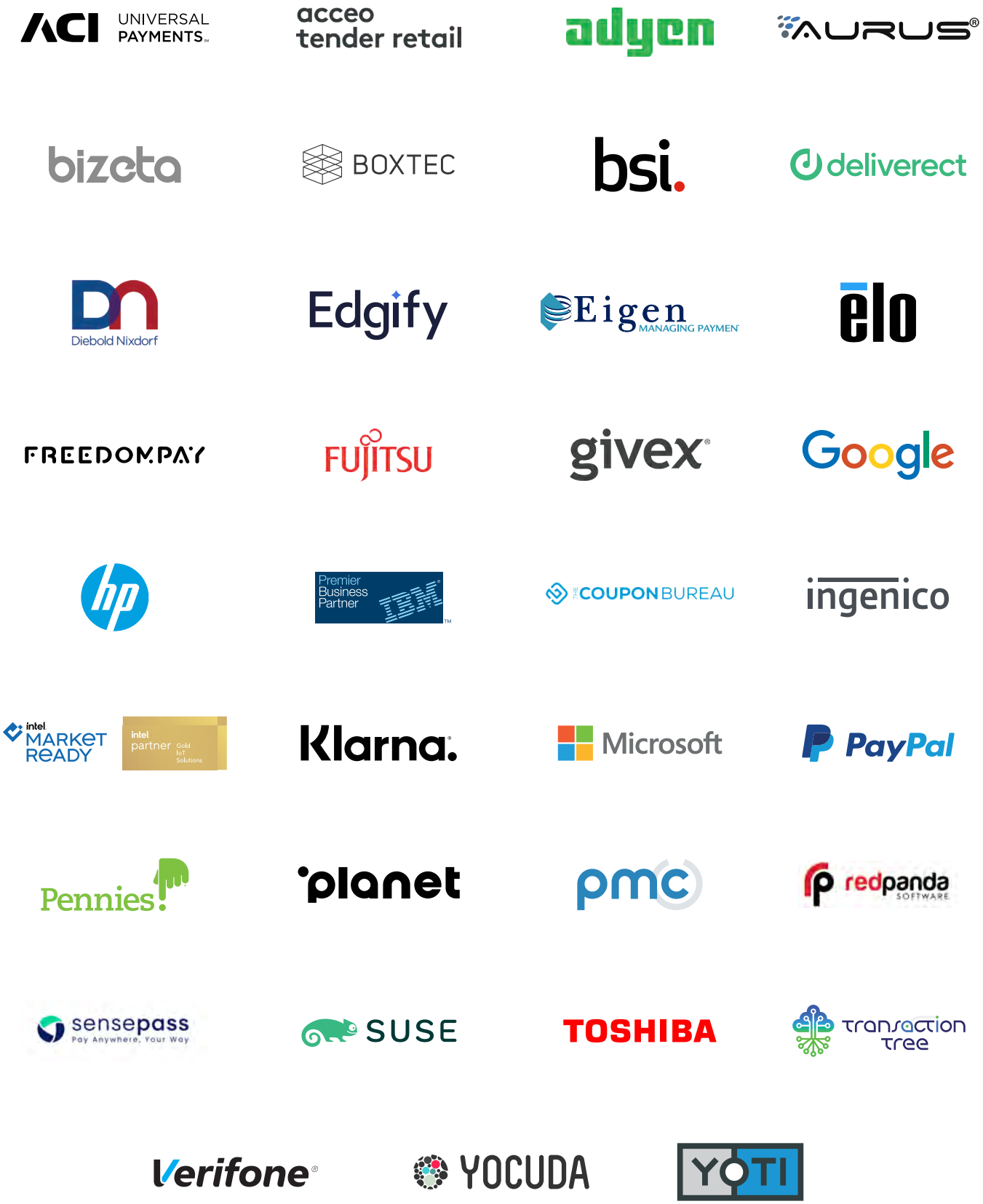
Some of our partners



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Flooid, a Glory company, is the leading unified commerce platform provider that enables retail and hospitality brands to sell to customers flexibly and consistently, wherever they are and however they choose to shop. Our scalable cloud-native composable solution and services portfolio includes assisted and self-service experiences, an open API services platform and operational business analytics as well as cloud, platform and managed service solutions that enable retailers to select the right mix of services and technology partners to facilitate the selling journey that's right for every customer. One composable, unified commerce platform. Unlimited innovation.

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