

SCOTTISH GROCER FEATURE SYNOPSIS

October 2020

Technology

Editorial contact for this feature is

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Deadline for editorial submission Tuesday, 1st September

- *We're keen to have opinions, thoughts and predictions on the following topical issues as well as general market information such as market share, market trends and details of brand activity.*
- *It's always very useful to receive images - 300 dpi if possible. Good images include product shots, pictures of people quoted in the copy, and pictures of advertising and marketing activity*
- *And please feel free to provide anything else you think is relevant.*

If retailers weren't embracing technological solutions before the coronavirus crisis, they sure are now. Contactless payments have gone through the roof and with everything from home delivery ordering apps to social media outreach hitting their stride at the height of the pandemic, Scotland's convenience sector looks increasingly tech savvy. We would welcome comments on the following:

- What have the key technological developments been in Scottish convenience stores this year? What tech solutions have been shaking up the sector and can you see anything coming down the pipeline to improve things further?
- When investing in tech, what should retailers be looking for? How can they ensure they are purchasing the right technology solution for their store? What sort of questions should they be asking in terms of equipment, contracts and support?
- How can technology be used to help boost footfall? From social media to digital screens, apps, push notifications and beacons, what tech solutions do you think work well in convenience stores?
- Self-service hasn't quite taken off in the independent convenience sector, but do you think there is a chance this could change? Has the coronavirus crisis changed perceptions around self-service?

- What are the latest developments/improvements in EPOS and how do these help retailers?

- Do you have any NPD or campaigns that you want to shout about?