

# Mobility Plaza®

## Don't miss hearing these c-store modernization podcasts

The **COMMERCE NOW** podcast stream, by Diebold Nixdorf, discusses various trends, market research and customer examples for both the Retail and Banking industries. These interview style podcasts feature industry experts presenting their views on trending industry topics with regards to e.g. store and branch transformations, self-service technologies, customer loyalty and cloud security. Below are three podcasts we think are interesting for fuel & convenience retailers.



- **Modernize Your C-Store Retail Network**

This podcast discusses how things have changed — and keep changing — in fuel and convenience retail. A new era for fuel retail is dawning and the role of physical convenience stores is changing, as consumer preferences also are shifting increasingly towards online-to-offline shopping journeys. Some fuel retailers are already expanding their service offerings accordingly. They are e.g. introducing recharging hubs and on-the-go food services, but also various parcel delivery and pick-up services

(BOPIS) using security lockers. This requires an agile store and IT infrastructure that can be modified, extended and scaled to quickly meet your customers' future needs.

[>> Listen now](#)

- **Kiosks and the Self-Service Consumer Journey**

During this podcast we dive into self-service technologies that aid in frictionless consumer journeys. For example, kiosks are quickly becoming ubiquitous with museums and airports using them for years. Also, in quick-serve restaurants and food-to-go areas they are common, not in the least due to McDonald's successful push of kiosks in the QSR industry. Now add the convergence of consumer preference for self-service, COVID related avoidance of human-to-human interaction and retailers automating tasks to free staff for more involved duties and you have self-service kiosks truly hitting its stride. Retailers from a wide variety of industries are looking into self-service. Dave & Buster's for example, is using kiosks to power up playing cards and food ordering. IKEA uses kiosks in their bistros for food ordering and grocery retailers. And Shell is rolling out self-service kiosks across its stores in Europe. By listening to this podcast, you will discover why the pace of kiosk introductions has never been faster than it is today.

[>> Listen now](#)

- **Streamlining the Store to Simplify Shopping**

In this podcast, we discuss a research study carried out by RIS News on how to streamline the store to simplify shopping. The research points out some of the main challenges retailers are dealing with making their consumers' shopping journeys more frictionless. Any friction consumers feel, anything that doesn't make things more convenient for them, is lowering customer satisfaction levels and eroding brand loyalty. The challenge is then to finding the right way to reimagine your c-store business — and make the right investments in technologies, services and staff. This podcast discusses what could be appropriate for stores that want to pole vault themselves for the future of shopping.

[>> Listen now](#)

## Modernize Your C-Store Retail Network



COMMERCE NOW

Modernize Your C-Store Retail Network

30s

00:00:00 / 00:30:38

↻30



libsyn

## Kiosks and the Self-Service Consumer Journey



COMMERCE NOW

Kiosks and the Self-Service Consumer Journey

30s

00:00:00 / 00:14:18

↻30



libsyn

## Streamlining the Store to Simplify Shopping



COMMERCE NOW

Streamlining the Store to Simplify Shopping

30s

00:00:00 / 00:32:55

↻30



libsyn

Many more exciting interviews and COMMERCE NOW episodes [are available here](#) — just take a look, pick the one you like and dive into the rapidly changing world of retail.

**As a world leader in connected commerce, Diebold Nixdorf is open for a chat. [Browse our solutions](#) that would reimagine your customers' loyalty and engagement strategies online or [get in touch directly](#). Let's connect!**

## Contact information



**Diebold Nixdorf, Inc.**

Heinz-Nixdorf-Ring 1  
33106 Paderborn  
Germany



+49 40 63603 201



[www.dieboldnixdorf.com](http://www.dieboldnixdorf.com)