

Aura for Retail

Meet your customers where they are



We've got everything you need to keep the conversation flowing seamlessly

Our end-to-end communication solutions give retailers epic customer experiences, simplified management, and smarter collaboration to set you up for success. The best part? You can access it all through a single provider globally. We're here to make your life easier and ramp up your productivity.

A world of possibilities

Lower costs

Lower your phone bills and increase quality and reliability, without disrupting your existing infrastructure.

Simplify management

Whether you have two stores, or thousands, with differing technologies, bring them under one roof.

Digital-first stores

Open new stores or upgrade existing with a digital-first strategy, instantly and anywhere in the world.

Create unique experiences

Adopt innovative new ways to engage with your customers, using personalised interactions.

Be hybrid on your terms

Gain support for both your legacy and new technology, for a smooth transition to cloud, at your own pace.

Agile Systems

Adapt quickly to ever changing digital demands - Without compromising security, choice, or access.

Our top services for retail



Aura Connect

Bring simple, affordable voice calling globally with no set up, codes or deployment. Unite your stores with the HQ without added infrastructure investment.



Device as a Service

Move your devices investment to a subscription model. Get the latest innovations in technology, with flexibility to cancel or upgrade, in line with your changing requirements.



Cloud Contact Center

Engage and support your customers before, during, and after purchase on all their favorite channels and deliver unified, personalized experiences.



Professional Services

Get your business objectives and technology in sync with our on-demand experts and certified engineers. Deploy, manage, and enable your technology across 145 countries.



Hybrid Environment

Get the best of both worlds, support a digital experience in stores, reduce costs and sweat your existing investment. We support your cloud and on-premises as one, for seamless integration.



Global Support

Experience reliable, independent, multi-vendor global support at your fingertips. It's our vocation. Tailored to meet your needs - from component part to a fully managed service.

Bring customer satisfaction to new levels



Elevate customer experience

Meet consumers on the channels they prefer, such as chat, phone, and video, to create an authentic buying experience and build customer loyalty.

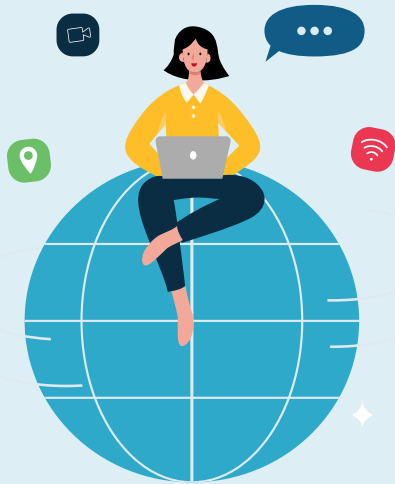
Enhance e-commerce

Create dynamic experiences using video integrations that enable new opportunities and evolve service offerings.

Improve store operations

Leverage HD audio and video to streamline communications across your store, manufacturing floor, and offices around the globe.

A network you can trust



Aura provides enterprise-grade communications and collaboration, across the world. Wherever your business takes you, we've got you covered.

145

countries covered with local language and knowhow.

5,000

engineers solving your communications challenges.

24x7

support, with one contract, one invoice, and one SLA.

About Aura

Aura is a global communications service provider. We support any collaboration tool, regardless of vendor, under one roof – globally.

Aura ONE is our unique approach to communications management. It offers one contract, one point of contact, one SLA and one invoice, across countries, vendors, and services, bringing simplicity and ease to your day-to-day communications management.



One contract - covering your end-to-end communications estate.



One point of contact - to mediate across vendors, engineers, departments.



One invoice - in the currency of your choice.



One SLA - globally, bringing consistency to your service across sites and countries.



Ready to exceed customer aspirations?

hello@weareaura.com