



Navigating the Path to the Intelligent Enterprise

SAP Retail Vision and Roadmap

PUBLIC

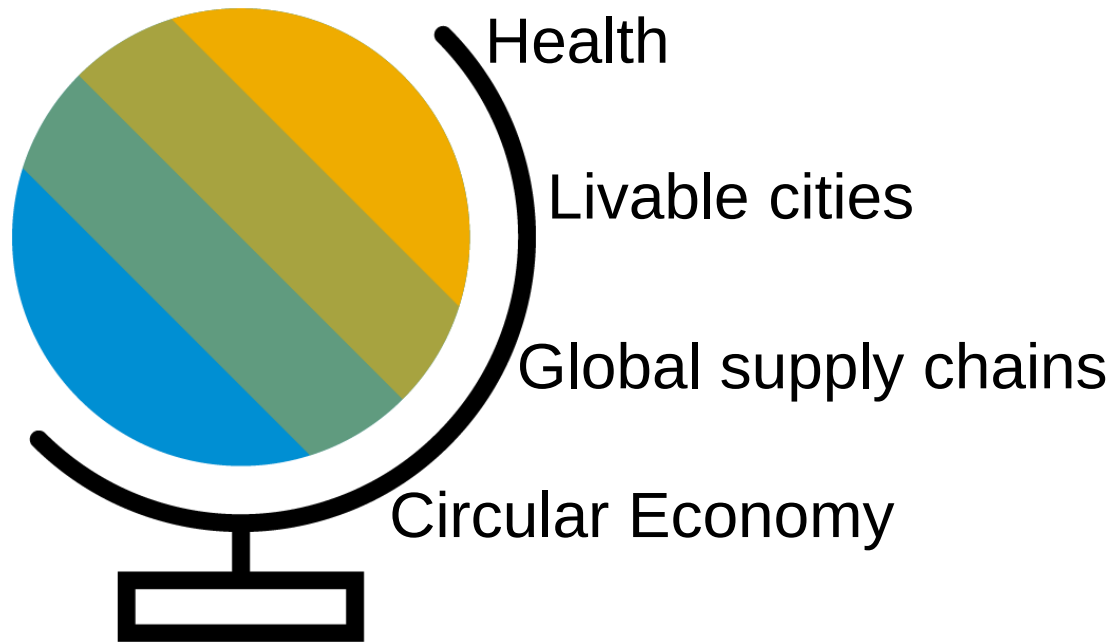
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Global Megatrends impact the Retail Industry Trends



Demographic and
societal change



Role of stores
is changing



Mobile
everywhere



Digital first
competitors

Today's Customers expect. . .



New experiences



Instant delivery
and gratification



Personalization
at scale



Digital everything

Innovating at the speed of the industry is **not enough**
as new players are changing the game

For Retailer it's about creating experience consumers can trust

**Be immersed in consumer lives
through trusted experiences
Delivered at scale
Profitably**

avecbox

Nur noch wenige
Stunden bis zur
Eröffnung

22:38:21

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Focus on your strategic priorities



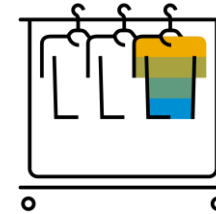
Customer
centricity



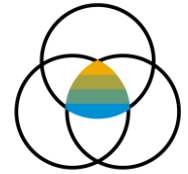
Serving the
“segment of one”



Digital
supply chain

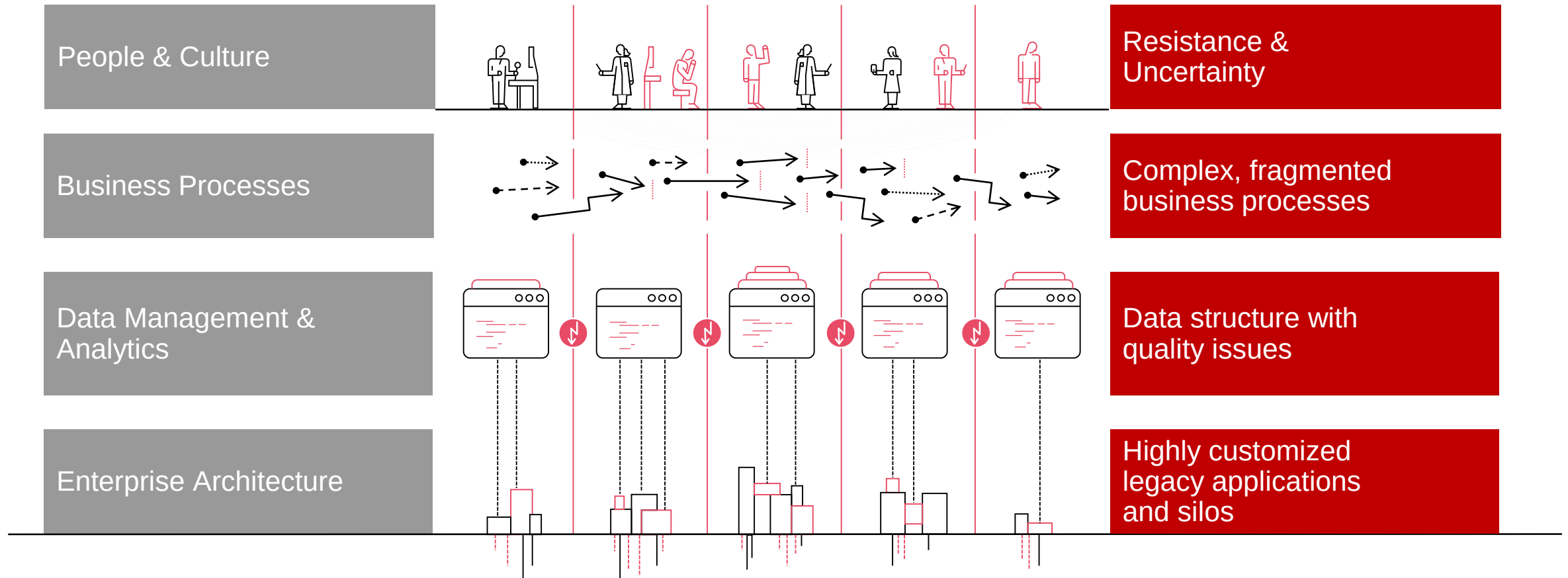


Smart
Stores



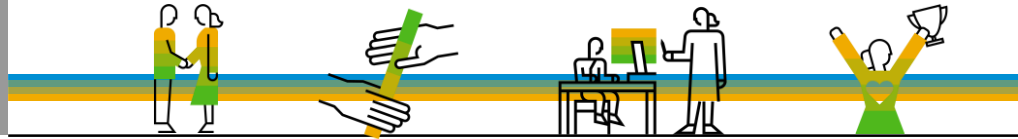
Business model
innovation

Business Transformation – Challenges



Business Transformation – Opportunities

People & Culture



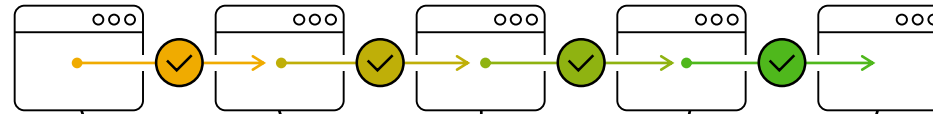
Seamless End User
Experience and collaboration

Business Processes



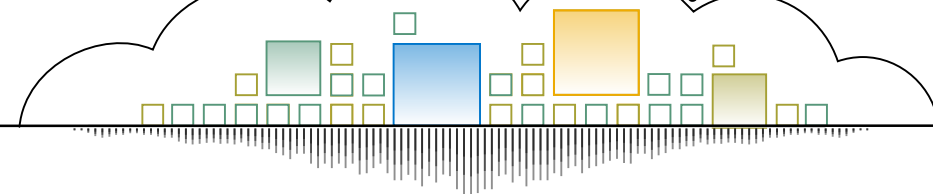
Integrated & Digitized
Business Processes

Data Management &
Analytics



Real-time Steering

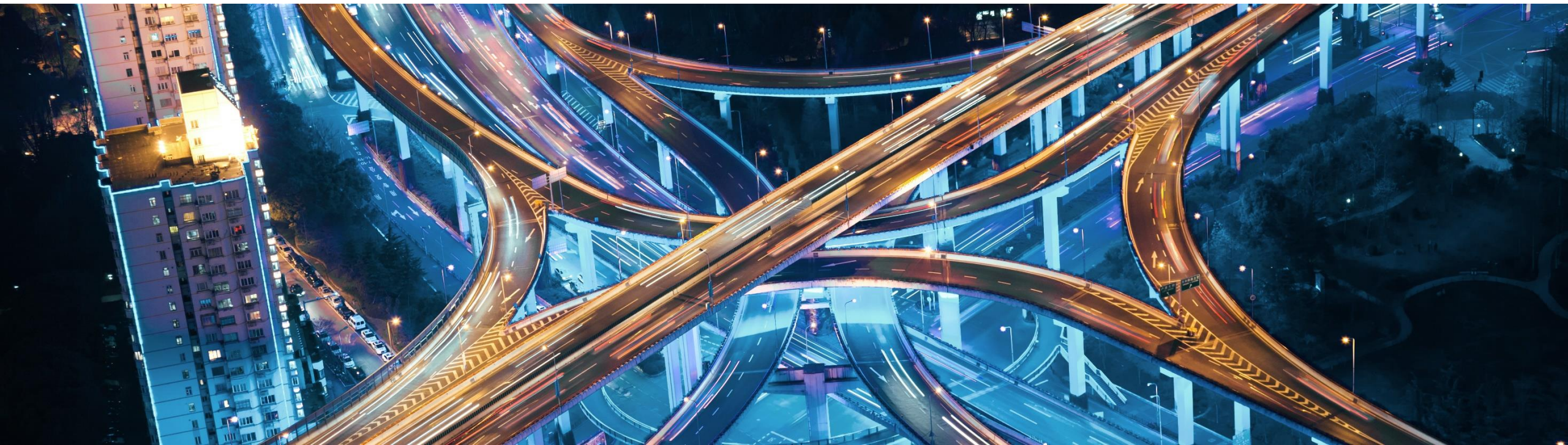
Enterprise Architecture



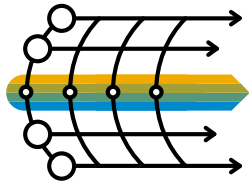
Innovative Enterprise Architecture

The Intelligent Enterprise

Introduction

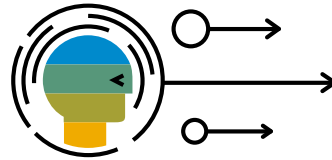


What fuels the Intelligent Enterprise for Retail?



Intelligent Suite Scenarios

Process-centric and cross-application scenarios, seamlessly integrated leveraging re-usable business services and data sharing services on the SAP Cloud Platform



Embedded Intelligence

Embedded AI methods and automation delivering breakthrough business value in all scenarios



Cloud Computing

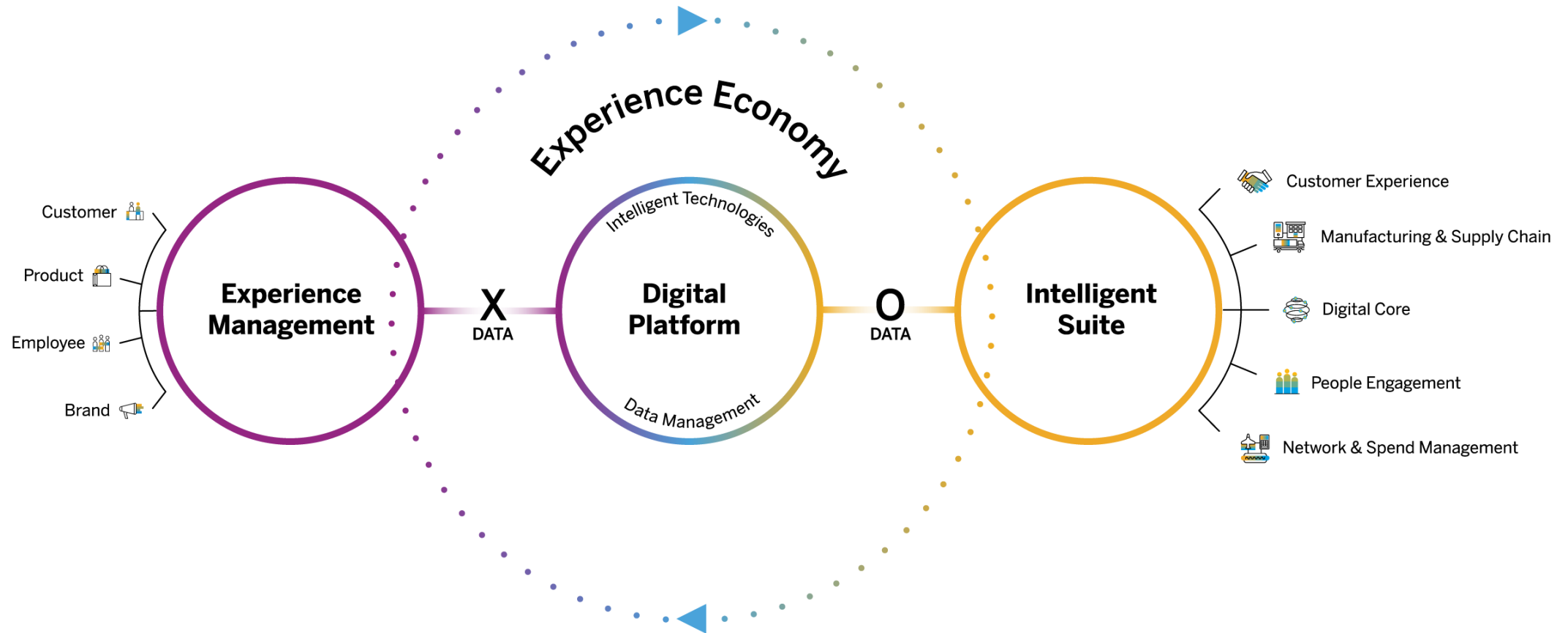
Innovation across all deployment options – hybrid, pure cloud, on-premise. Single-tenant next to multi-tenant



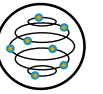
The Intelligent Suite will retain the modularity and flexibility of independent solutions while delivering a unified suite experience.



The Experience Company powered by the Intelligent Enterprise

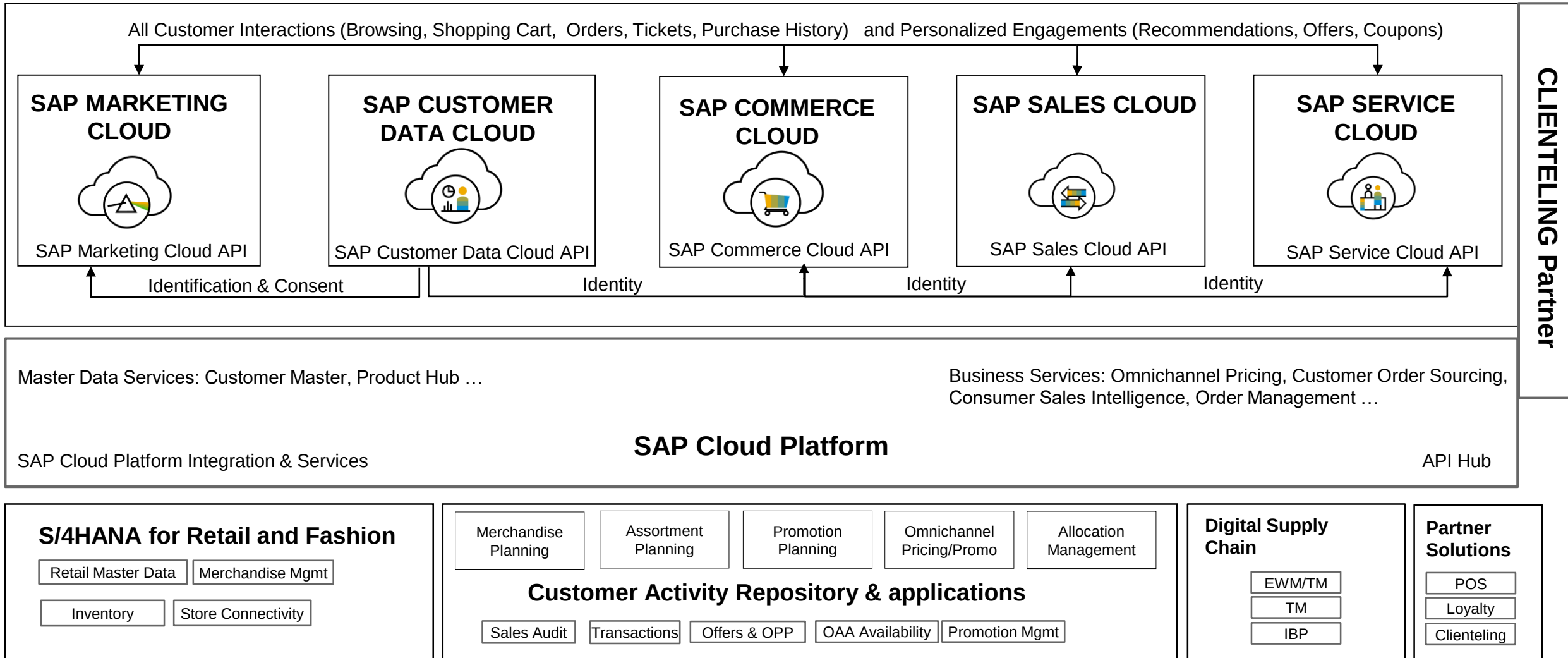


Reference Architecture Consumer Industries

Analytics		SAP Analytics Cloud SAP BW/4HANA		Business Intelligence Predictive Analytics Planning Digital Boardroom Industry content Meta Data Manager Data Warehousing Analytical Engine Workspaces Industry content, e.g. Inventory Diagnostics
Customer Experience		SAP Experience Management SAP C/4HANA	Components Components	Product Experience Customer Experience Brand Experience Employee Experience Marketing Cloud Commerce Cloud Sales Cloud Service Cloud Customer Data Cloud
		SAP Cloud Platform	Platform Services Partner Add-ons	Business Services Platform Services Extension Factory (Kyma) Product Data Hub* Consumer Sales Intellig. Promo. Pricing Service* Cust. Order Sourcing* Order Mgmt.* Global Track & Trace Dynamic Pricing by GK Mobile consumer assistance by GK GK POS Cloud**
Digital Core		SAP S/4HANA, on-premise	Core Add-ons Industry packages Partner add-ons	Finance Sales Commerce Service Sourcing & Procurement R&D / Manufacturing Warehouse ... Master Data Governance Prod. Lifecycle Costing Supply Chain (EWM/TM) Customer Managmt* Retail for merchandise management Fashion and vertical business MDG RFM by Utopia Agreement Profitability & Negotiation by gicom Omnichannel POS by GK
		SAP Customer Activity Repository application bundle	Consuming apps	POS DT&A Unified Demand Forecast & Plan Availability and Order Sourcing Omnichannel Pricing Merchandise Planning Assortment Planning Promotion Mgmt. Allocation Mgmt. Store Replenishment
Supply Chain		SAP Integrated Business Planning SAP Supply Chain Management	Solutions Solutions	Sales and Operations Planning Demand Planning Supply Planning Replenishment (F&R)
Digital Platform		SAP HANA Data Management SAP Cloud Platform	Components	HANA database Data Hub Big Data Services Enterprise Architecture Designer
People Engagement		SAP SuccessFactors 	SAP Fieldglass 	Networks & Spend Management  SAP Ariba  SAP Concur 

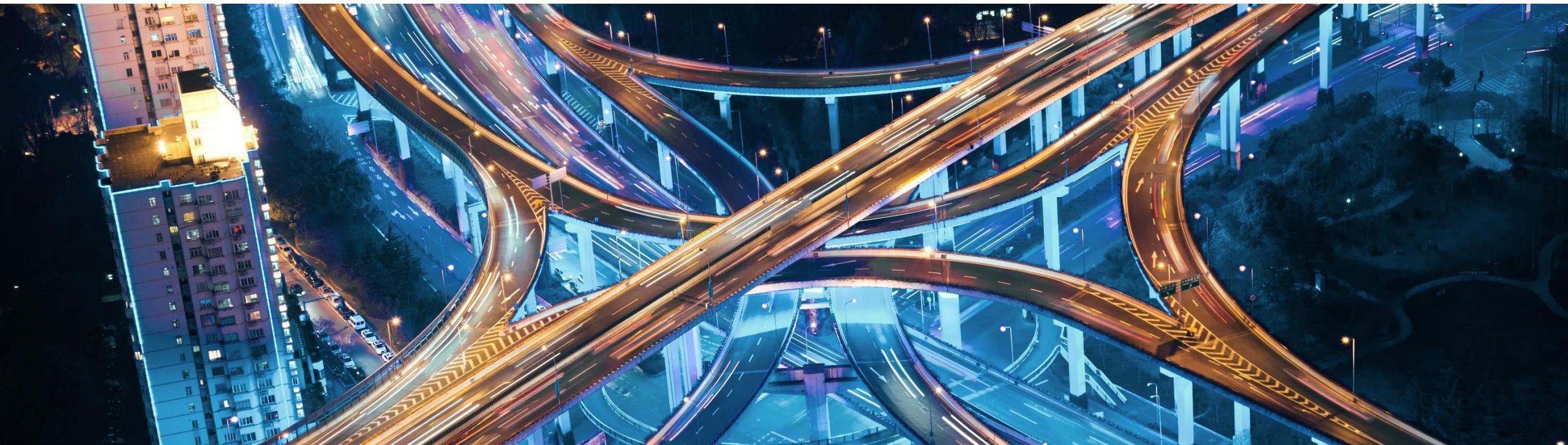
Customer Experience: Reference Architecture Overview for Retail

SAP C/4HANA

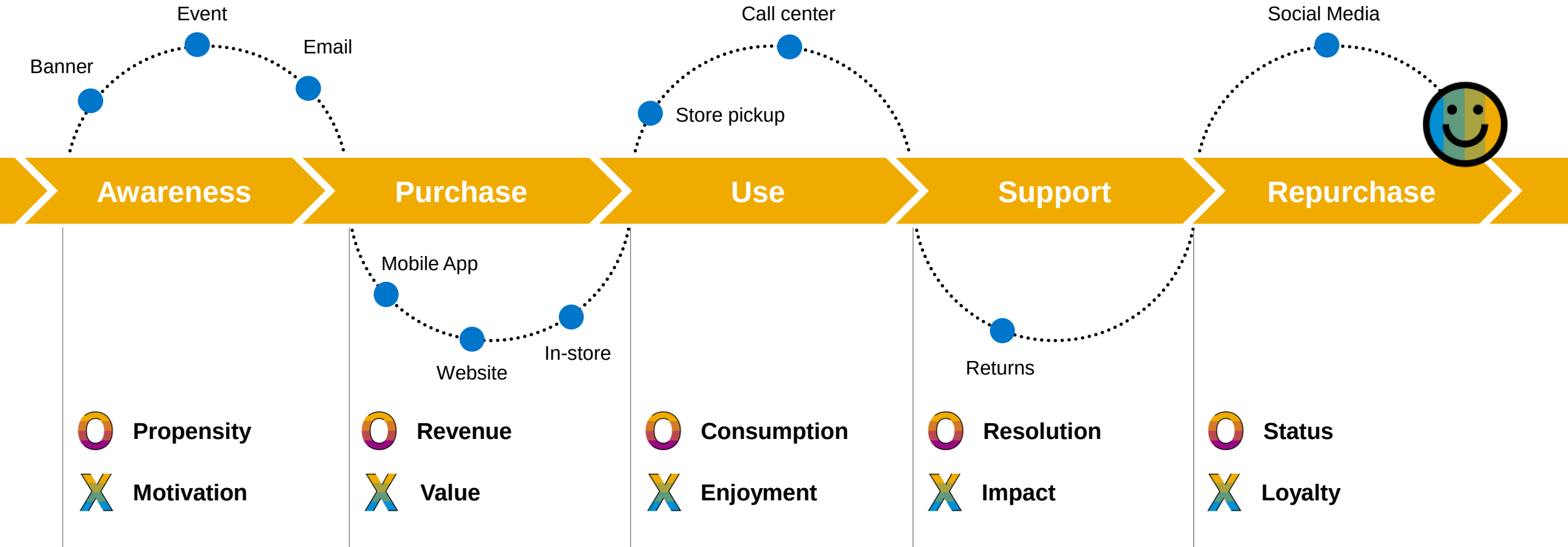


Experience Management

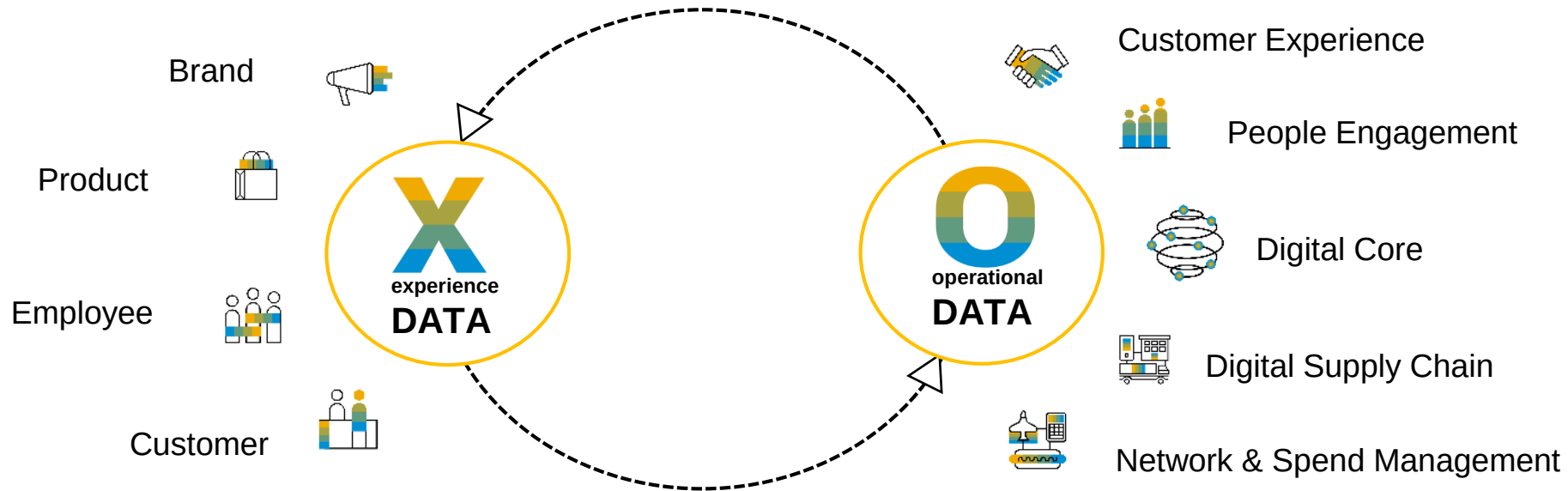
The Power of X+O in Retail



Customer Journey (X+O)



Experience Management across the Intelligent Retail Suite



- CUSTOMER** Optimize prices by understanding your consumers better for greater loyalty
- EMPLOYEE** Optimize store staff engagement and development for better talent retention
- CORE XM** Ad-hoc surveys, collect feedback, LoB agnostic, any use case

The Topics of Today ...

**Consumer Sales Intelligence (CSI)
Customer Order Sourcing (COS)
Order Management in the cloud**



Retail Store Management



Customer Activity Repository, Application Bundle (CARAB)



**Co-Innovation Offering
Fresh Item Procurement - Grocery Retailing**



**Roadmap Item
Category Management with Assortment Planning**



S/4Hana Retail and Fashion



Embedded Data Intelligence



**Co-Innovation Offering
Intelligent Store**



SAP Road Maps

SAP road maps and the SAP Transformation Navigator tool support the journey to SAP's future product portfolio and the Intelligent Enterprise. Explore our road maps, webinars, and transformation guides to learn more.



Road map documents
Learn about recent and planned innovations through our industry-specific road maps that focus on business solutions and our product road maps that describe features and functions of specific technology.
[Explore road maps >](#)



Interactive road maps
Use an interactive pathfinder to build content-rich digital road maps that provide an end-to-end story, connecting SAP's strategy with delivery. SAP Support User Groups request Chrome as the preferred browser.
[Explore the tool >](#)

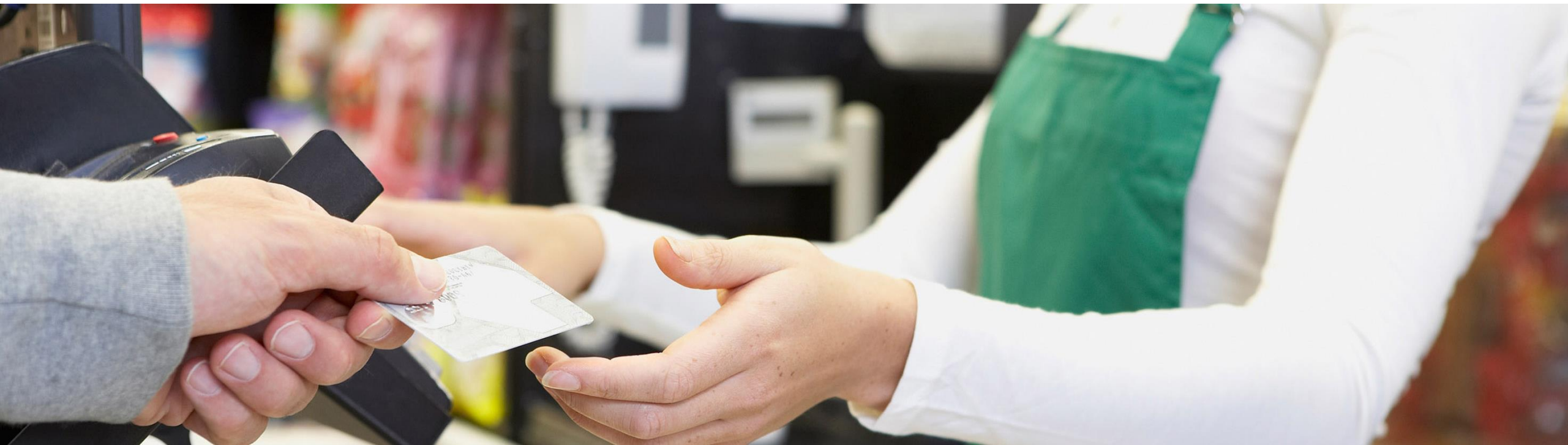


SAP Transformation Navigator
The SAP Transformation Navigator tool can help you chart a digital path to the Intelligent Enterprise by assessing your current IT landscape, business strategy, and industry trends.
[Build your road map >](#)

Consumer Sales Intelligence (CSI)

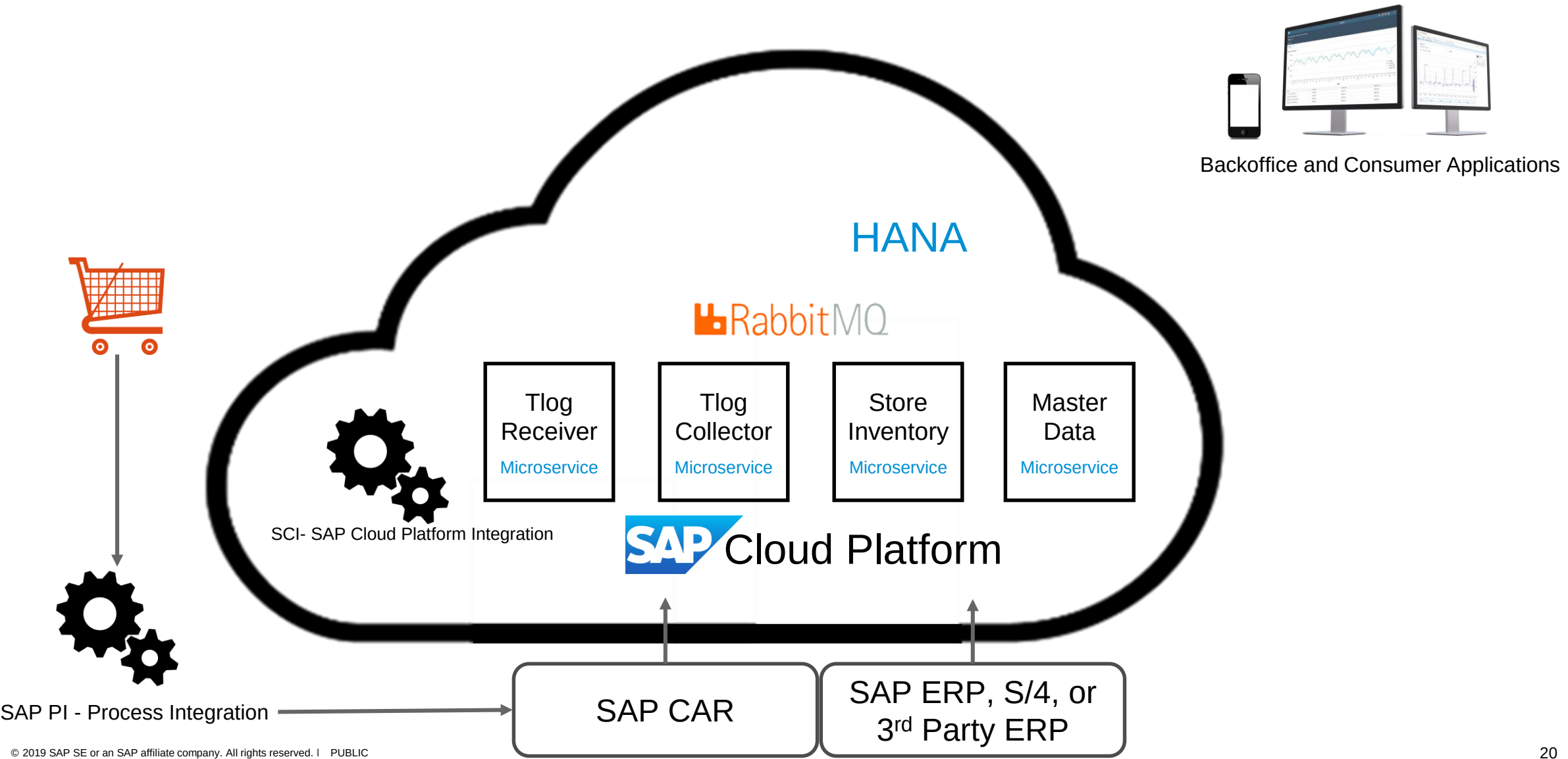
Customer Order Sourcing (COS)

Order Management in the cloud



High Level Simplified Architecture

Principles – 1st Release (2018)



Roadmap Update: SAP Consumer Sales Intelligence

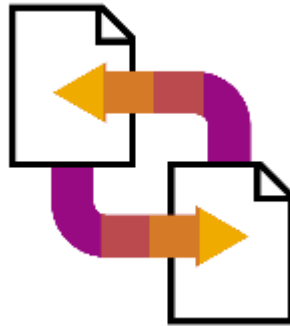
Planned
Innovation

Consumption of micro-service to build digital sales receipts offering



Release
Q4 2018

Flexible use of micro-service to build a supplier sales data collaboration



Planned
for 2019

Store Inventory
Visibility of stock
quantities



Release
Q4 2018

Use of Consumer Sales
service for Real-Time
Data Analytics



Planned
for 2019

Sales Audit Manager,
Outbound Services/
Enterprise Suite
integration

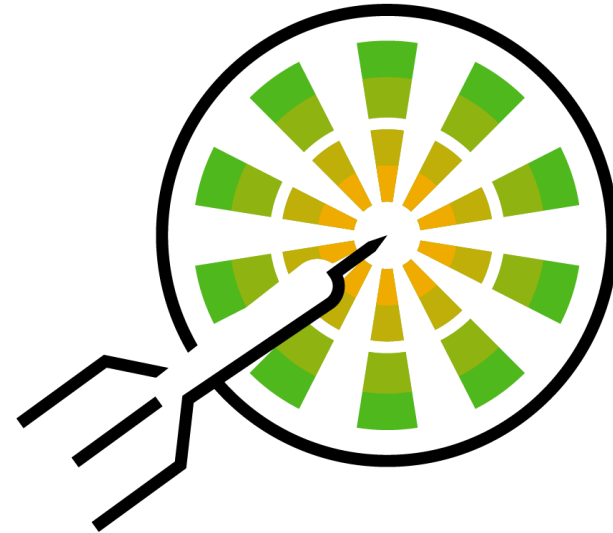


Planned
2019

SAP Customer Order Sourcing Business Service

Business View and Benefits

Make intelligent order sourcing decisions based on business requirements



Having a single, coherent view of availability lets you exploit distributed data across your entire estate.

Providing an endless aisle increases sales by preventing customer disappointment both online and in-store.

Selecting the optimal fulfillment location for orders reduces costs and increases customer satisfaction.

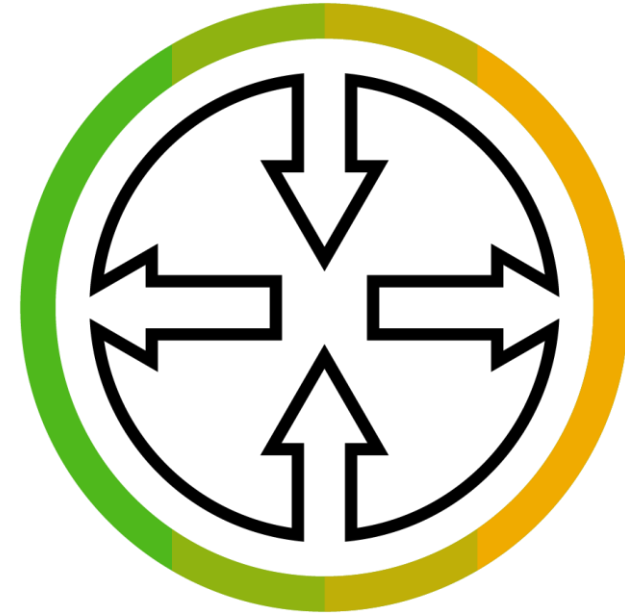
As a cloud-based service COS makes availability information available to any SAP cloud or third-party application.

Roadmap Update: Order Management

Business View and Benefits

Future Innovations

One central order available for all clouds



A true central record of the order will act as a single source of truth connecting the front office to the back office.

Simplified integration within the suite – all integration can happen with reference to a shared SAP C/4HANA Order ID.

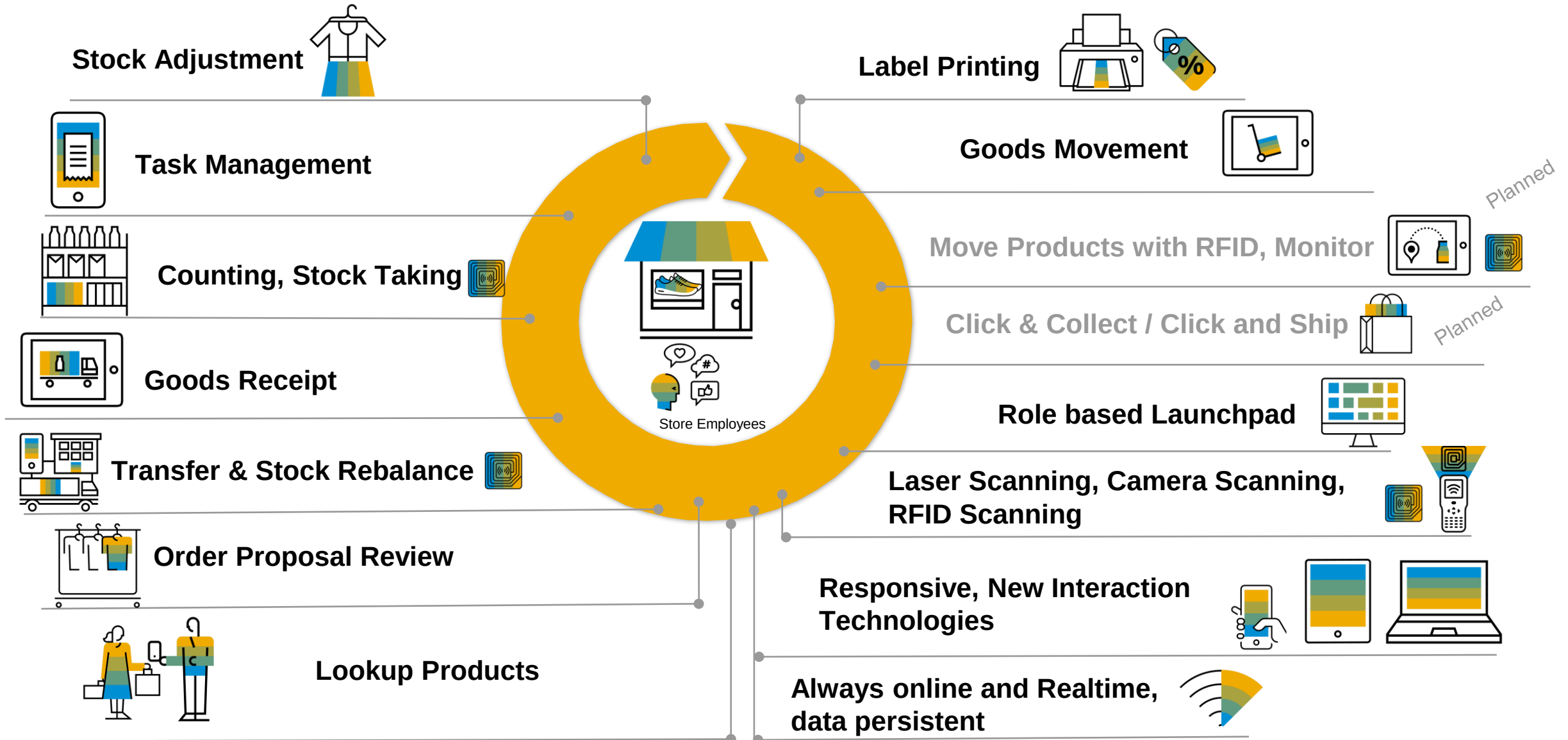
Simplified integration between the suite and the ecosystem – ability to use the same ID across the enterprise as a whole, lowering TCO.

Offer an end to end order process, visible to all clouds.

Retail Store Management



Fiori In-Store Merchandising apps – Available Today & Planned



Fashion example: Why using RFID right now?



- Average level of stock accuracy is 65%-75%.
- Every 3% improvement in stock accuracy results in a 1% uplift in sales.
- Sales improvement in the range of 1.5% to 5.5%.

Source: GS1 UK ([link](#))



- The hardware cost has become reasonable



- Many of our customers have started using RFID or have pilot projects



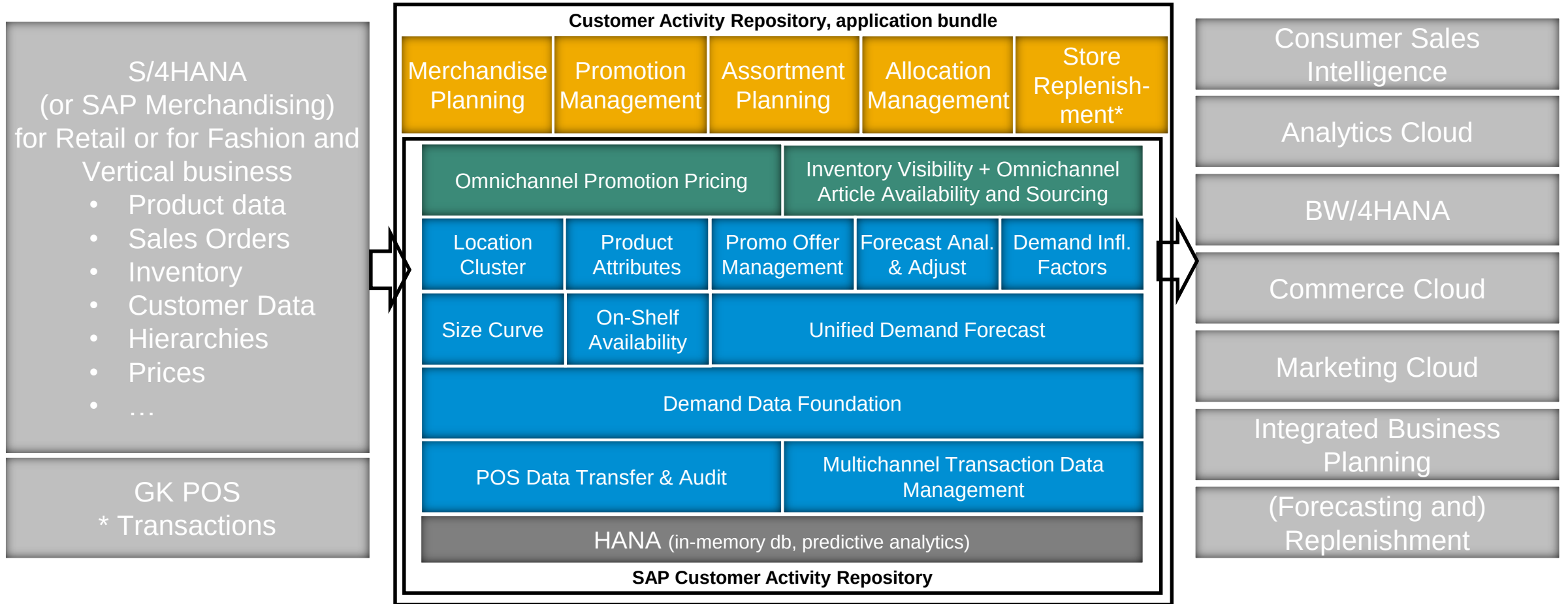
- RFID technology complements our solution, we took a low TCO and lean architectural approach



Customer Activity Repository, Application Bundle (CARAB)



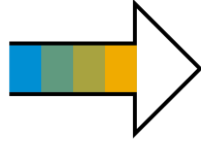
Customer Activity Repository - Application Bundle (CARAB)



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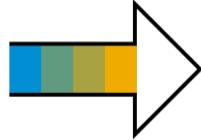
Sales, Forecast, Sales & Retail Supply Chain Planning and Integration

Perform business analysis and interactions



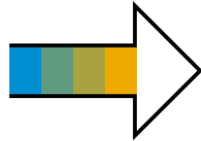
- Perform holistic business analytics
- Interact with sales and operations planning processes
- Collect sales transactions from different channels
- Integrate seamlessly with S/4HANA or ERP

Run planning scenarios E2E



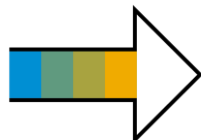
- Plan Merchandise from financials to store allocations
- Plan Promotions up to the store deliveries*
- Plan marketing campaigns and commerce

Manage prices, inventories & supply sources



- Manage omnichannel regular and promotional prices
- View and reserve article availability and plan sourcing

Collect all sales & forecast demands



- Collect sales transactions from all channels
- Model, forecast and adjust omnichannel demands
- Analyze sales e.g. for size distribution and on-shelf availability

Integration with

- S/4HANA
- Analytics Cloud
- Integrated Business Planning
- Marketing & Commerce...

- Merchandise Planning
- Assortment Planning
- Promotion Management
- Allocation Management
- Store Replenishment*

- Omnichannel Article Availability & Sourcing
- Omnichannel Promotion Pricing

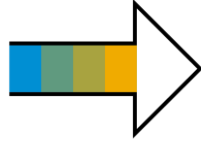
- Multichannel Sales Repository
- Unified Demand Forecast
- Size curve, on-shelf etc.

Customer Activity Repository, appl. bundle

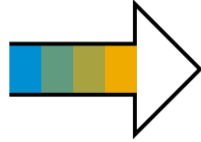
Customer Activity Repository - Application Bundle (CARAB)

Sales, Forecast, Sales & Retail Supply Chain Planning and Integration

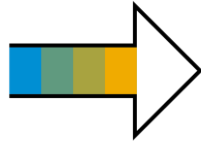
Perform business analysis and interactions



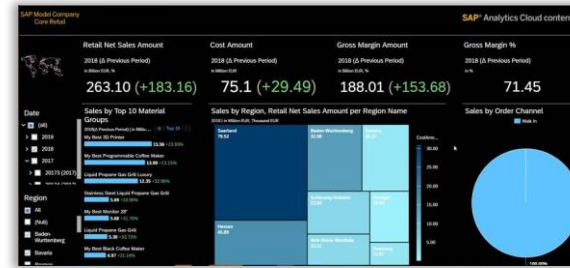
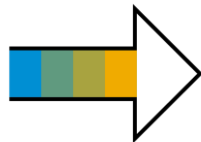
Run planning scenarios E2E



Manage prices, inventories & supply sources



Collect all sales & forecast demands



Integration with

- S/4HANA
- Analytics Cloud
- Integrated Business Planning
- Marketing & Commerce...

- Merchandise Planning
- Assortment Planning
- Promotion Management
- Allocation Management
- Store Replenishment*

- Omnichannel Article Availability & Sourcing
- Omnichannel Promotion Pricing

- Multichannel Sales Repository
- Unified Demand Forecast
- Size curve, on-shelf etc.

Customer Activity Repository, appl. bundle

Customer Activity Repository, Application Bundle (CARAB)

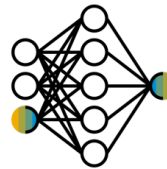
Key Innovations

Planned for Q4/2019
Extended Q2/2020



Promotional push
SAP Allocation Management

Planned for Q4/2019
Extended Q2/2020



Enhancements
Unified Demand Forecast

Planned for Q2/2020
Extended Q4/2020



Cost-optimal ordering
SAP Store Replenishment

Planned for Q4/2019
Extended Q2/2020



Style planning
SAP Assortment Planning

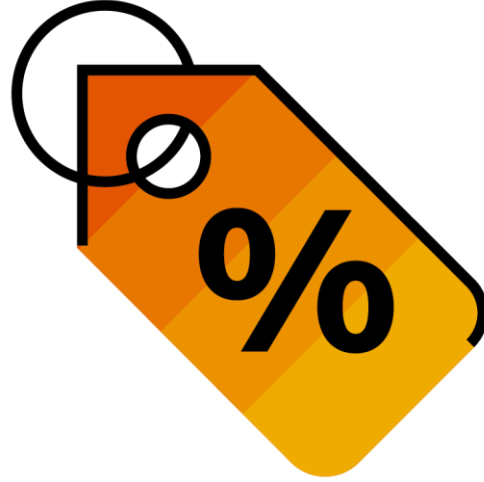
Planned for Q4/2019



Enhancements
**Omnichannel Article Availability
and Sourcing**

Planned for Q4/2019

Extended Q2/2020

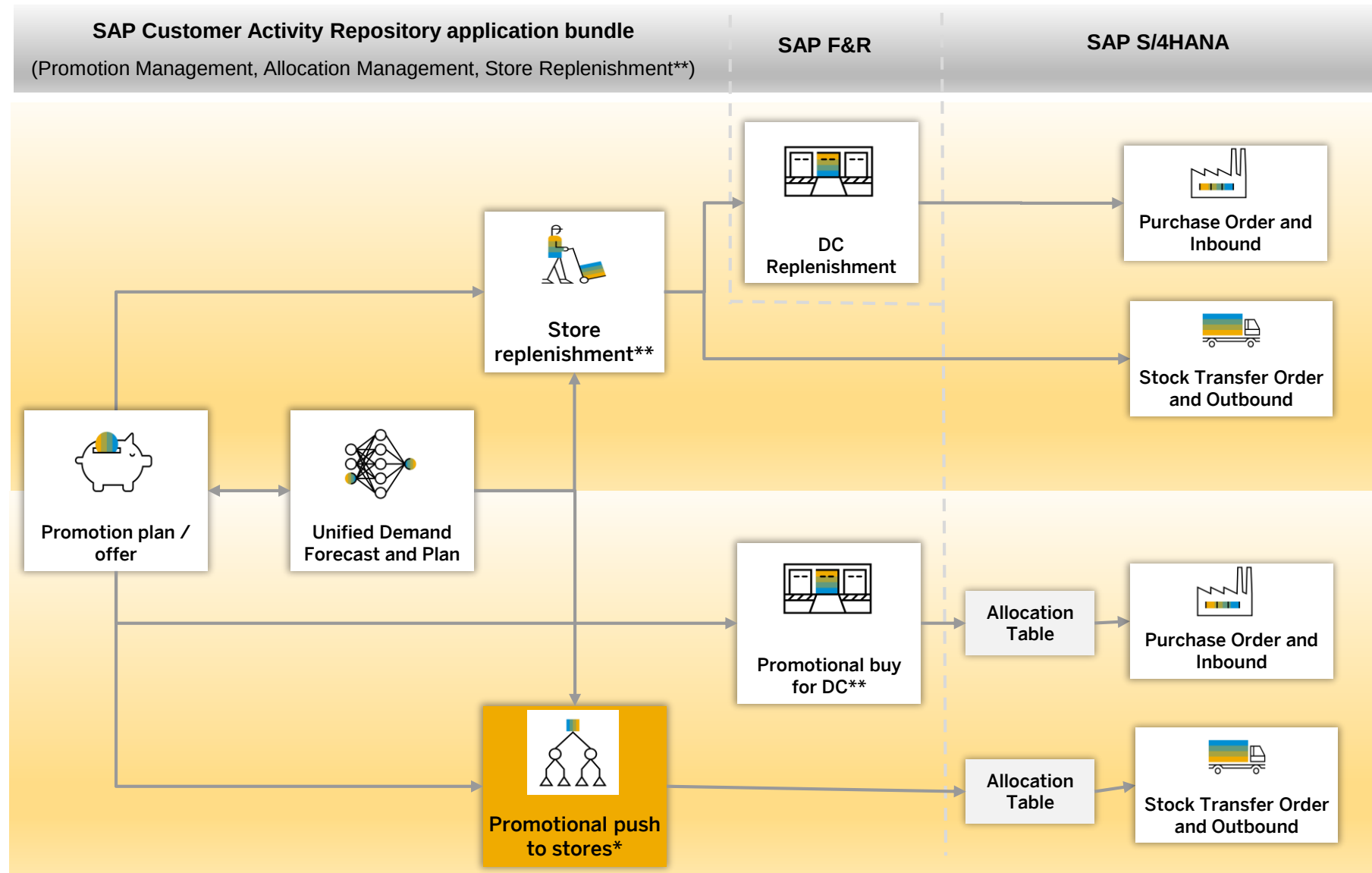


Promotional push

SAP Allocation Management

Retail promotion process with replenishment and allocations

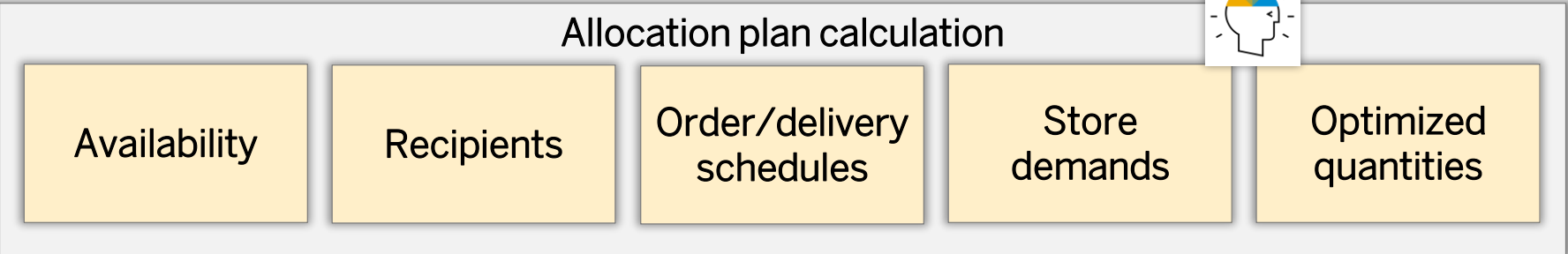
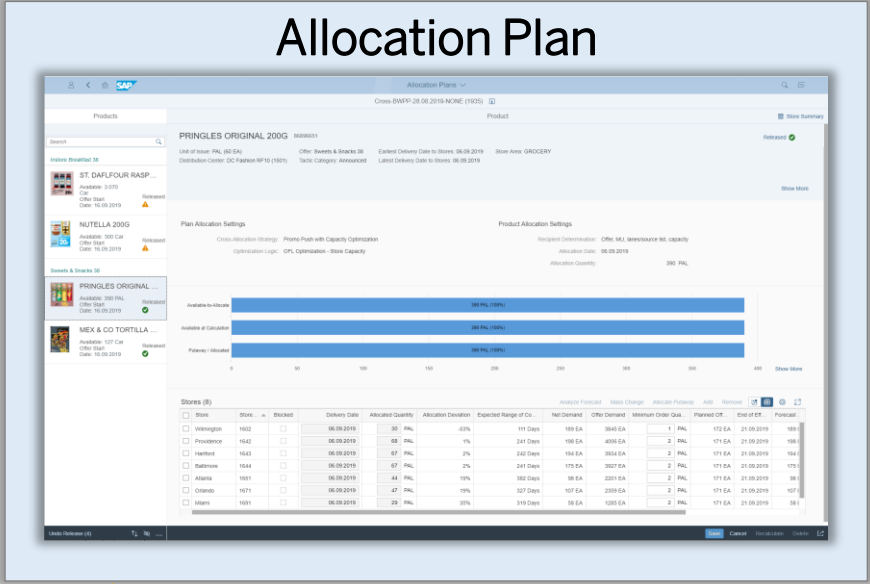
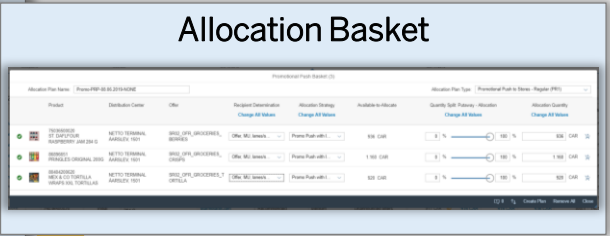
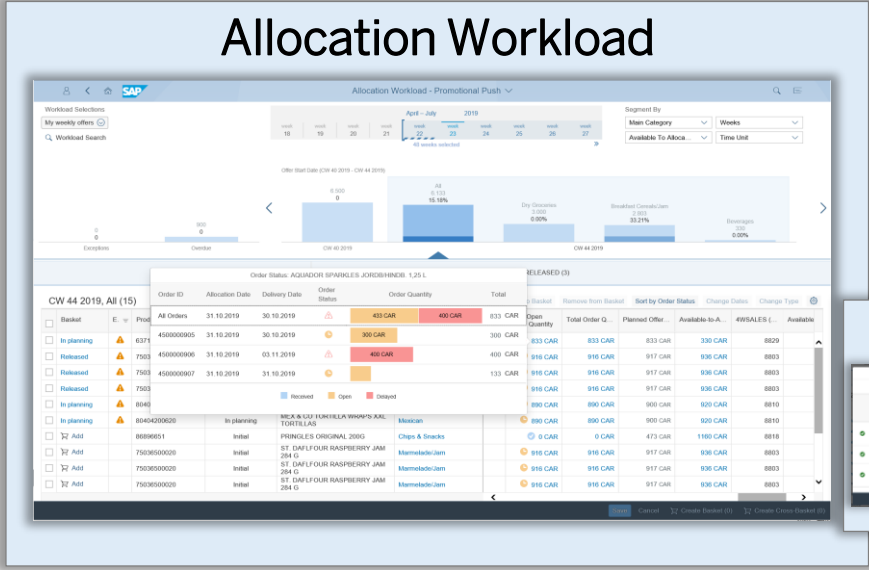
* Upcoming innovation
 ** Exists with SAP F&R Future innovations on CAR, subject to change



Promo PULL

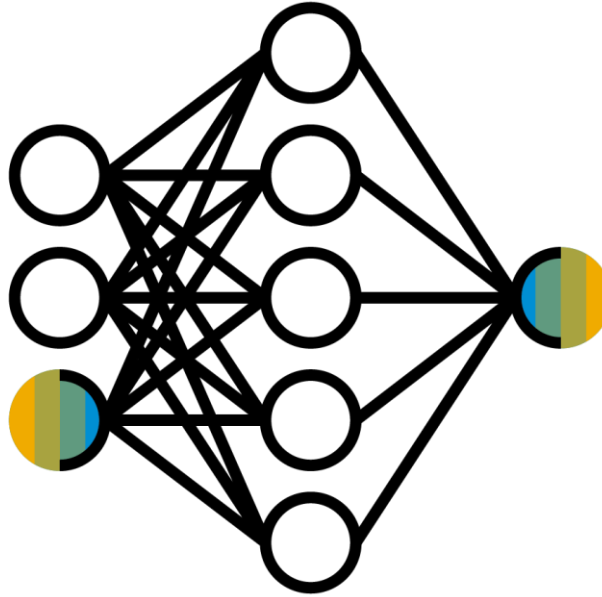
Promo PUSH

Allocation Management: User experience, intelligence & automation are key



Planned for Q4/2019

Extended Q2/2020



Enhancements

Unified Demand Forecast

Recent and Planned UDF Enhancements

2018

Modeled and forecasted daily error variance

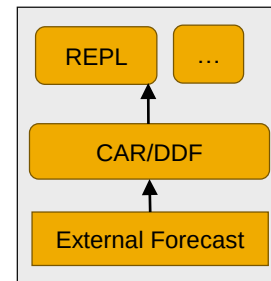
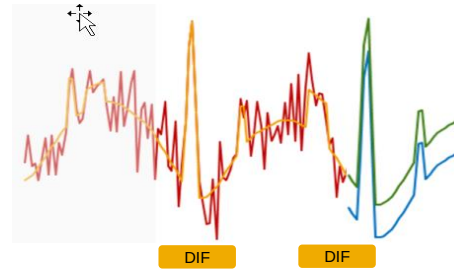
Benefit: Optimal safety amounts in F&R

Model on aggregated data use to improve product- location-level forecast

Benefit: Improved forecast accuracy for weak demand influencing factors like weather effects on product location level

Import and Usage of External Forecasts

Benefit: Bring your own forecast expertise for specific products



2019/2020+

Public Holidays on different weekdays

Intraday out of stock

Promotion Cannibalization

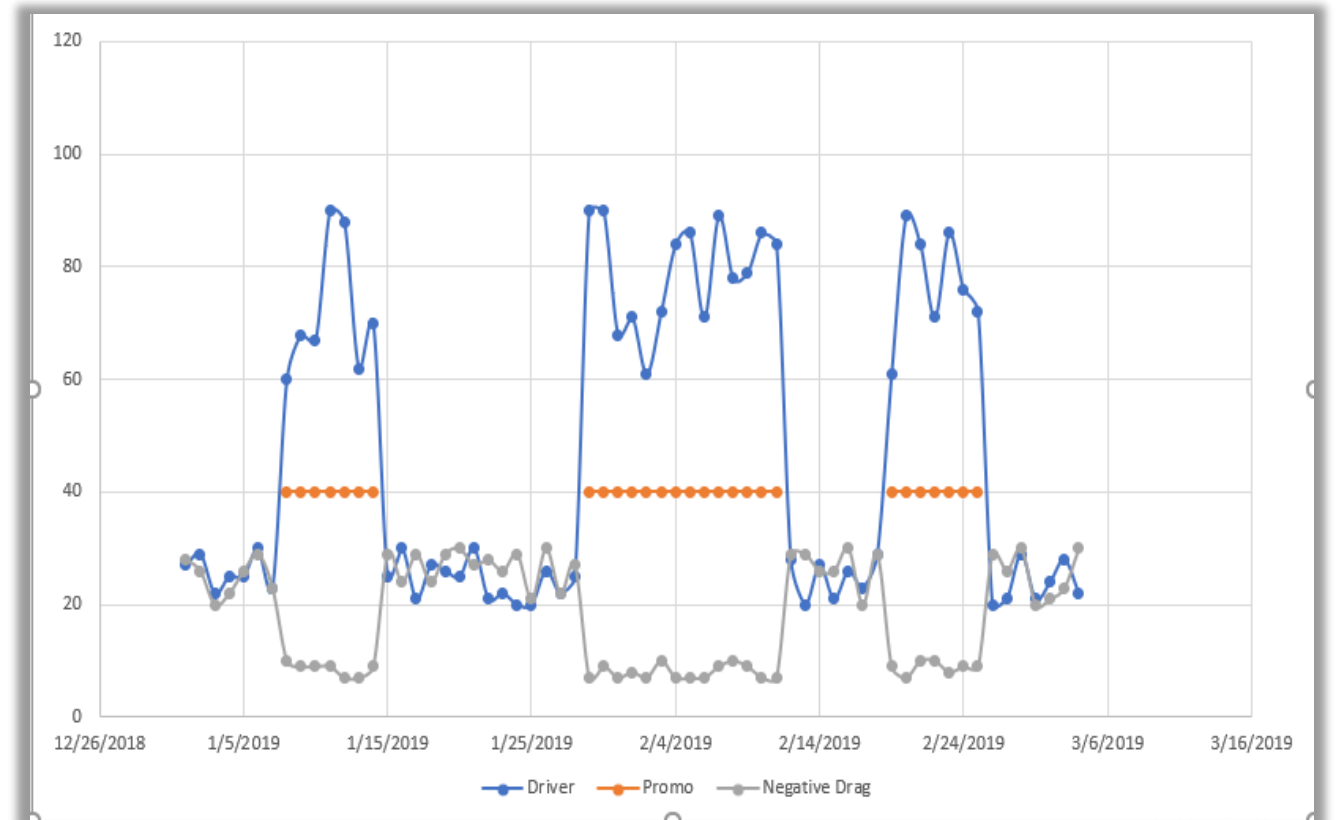
Automatic determination of reference items

Listing Cannibalization

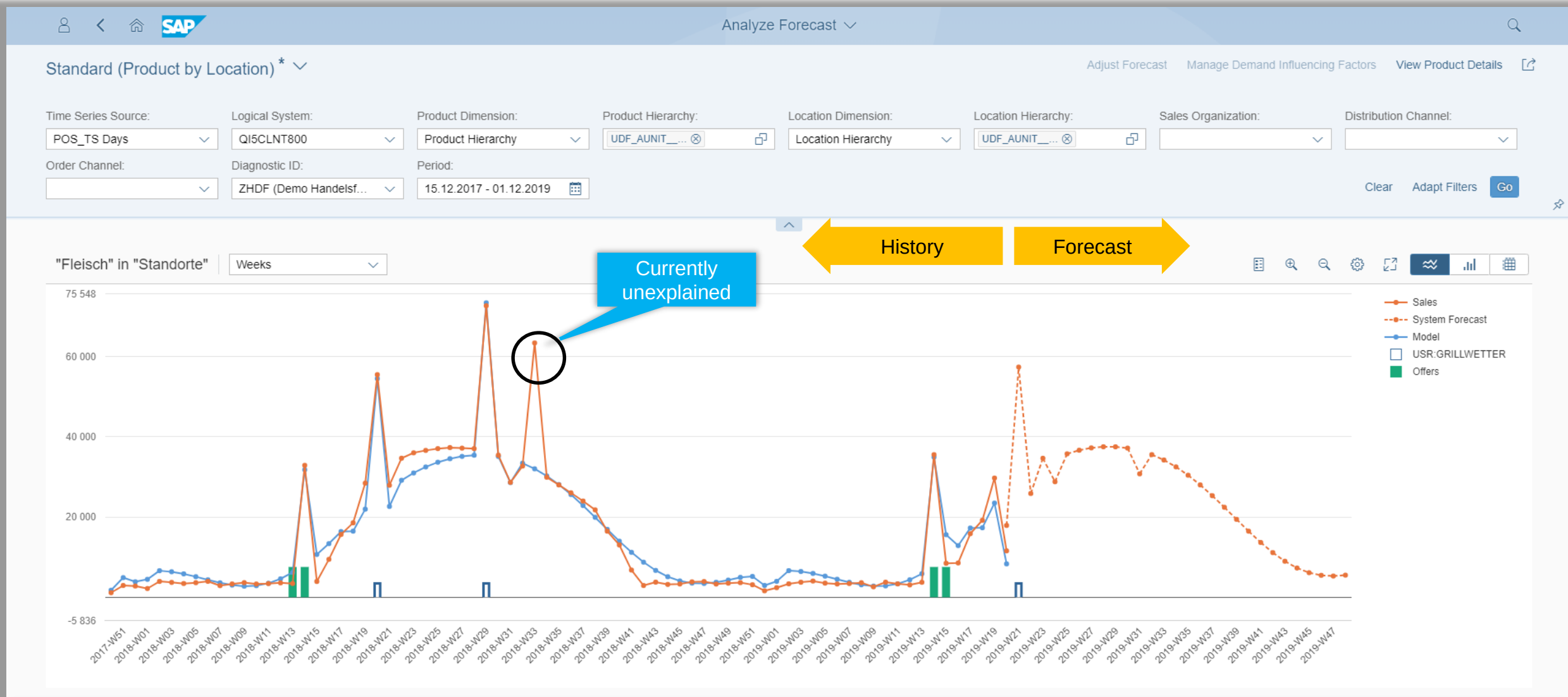
Promotion Cannibalization

The loss in one products unit movement, as a direct result of another products promotional activity

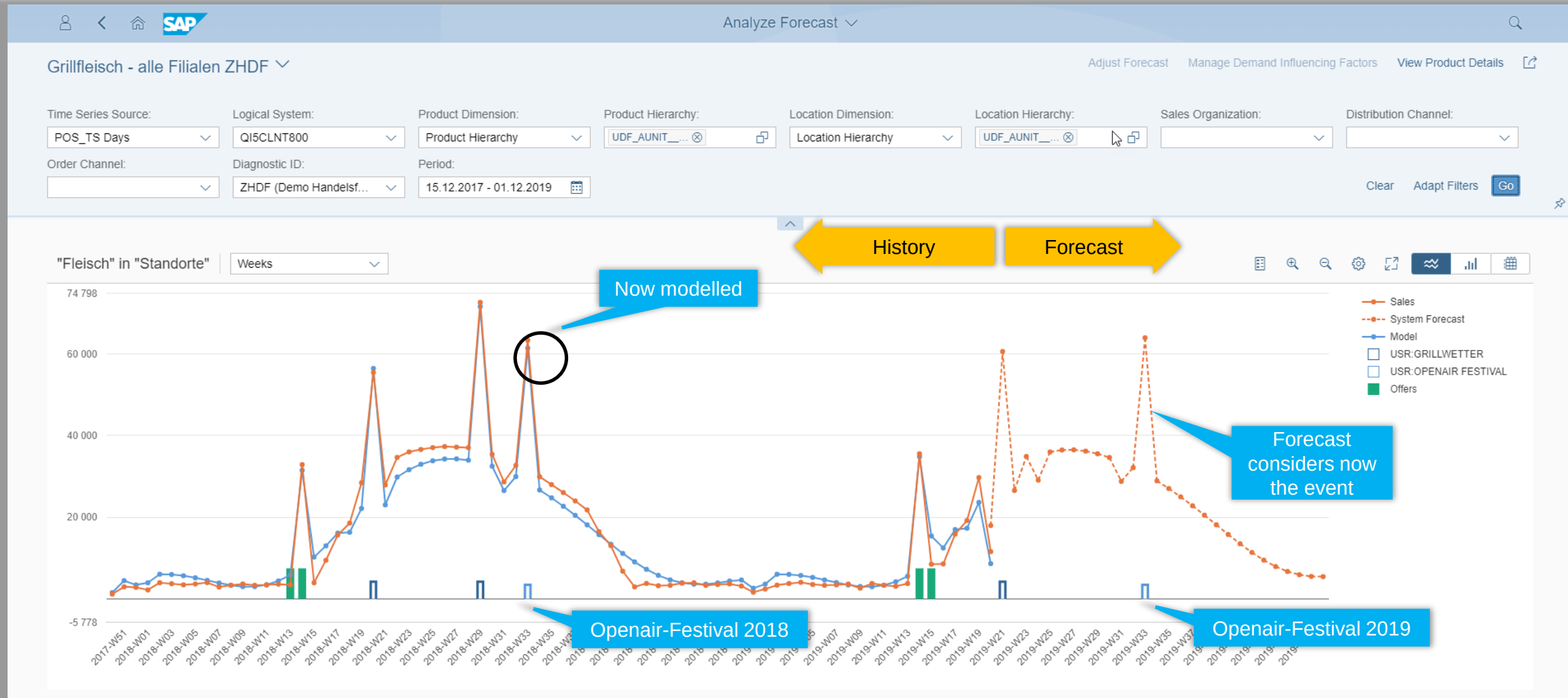
- Unit loss calculated based on another products promotional activity
- Cannibalistic pairs defined by customer
- Effects can be determined at aggregate level, and applied to product location
- *Future Development: Pairs to be found via product similarities*



Manage Demand Influencing Factors – example: past peak not modelled



Manage Demand Influencing Factors – example: all peaks now modelled



Planned for Q2/2020

Extended Q4/2020



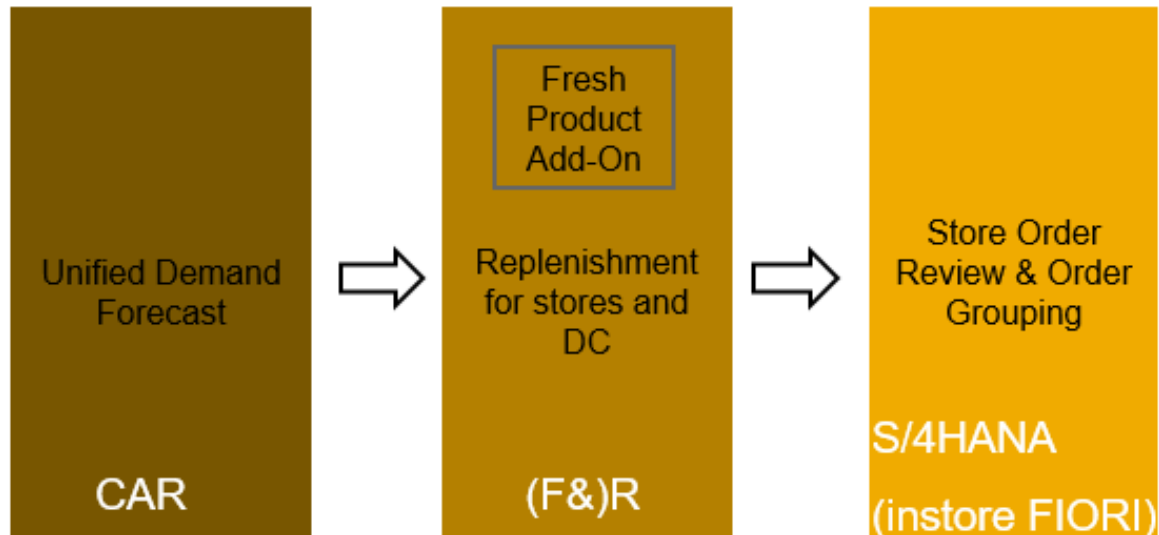
Cost-optimal ordering

SAP Store Replenishment

SAP Customer Activity Repository

Foundation for all retail planning

Replenishment today



- SAP Forecasting & Replenishment
- Powered by UDF

Planned New Store Replenishment



- Cost optimal ordering



- Intra-day and real time replenishment



- Prediction and consideration of expected waste



- Monitoring, control and simulation

- Next-generation replenishment

Highlights SAP Store Replenishment



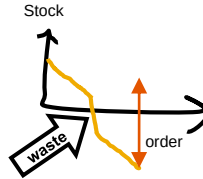
Cost optimal ordering

- Determine order amount that leads to lowest expected costs
- Consider forecast distribution and product specific situations



Intra-day and real time replenishment

- Order multiple times per day
- Consider store opening hours and intra-day sales distribution
- Use real time inventory (most current data, at different times)



Prediction and consideration of expected waste

- Predict expected waste due to shelf life restrictions
- Avoid wrong stock assumptions and generate better orders

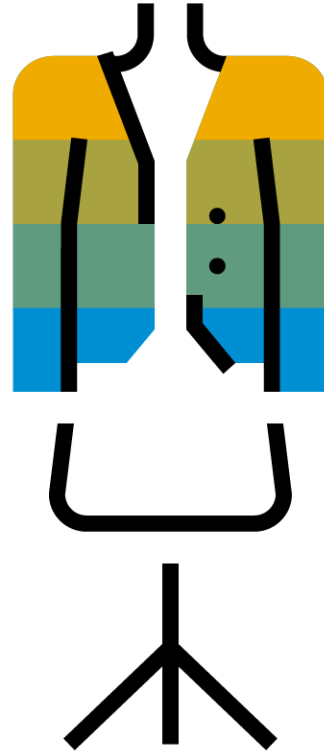


Monitoring, control and simulation

- Aggregated views on current and forecasted orders, stock
- Central cockpit for monitoring of demand planning and replenishment
- Alerting on different aggregation levels
- Simulate the impact of changed parameters

Planned for Q4/2019

Extended Q2/2020



Style planning

SAP Assortment Planning

Planning Style for Fashion Planning



Style planning is a step that allows a company to begin seeing the type of products they will carry in different markets and to determine how many of the products the different locations think they can sell and at what price. This allows the company to further define the products and create generic products as well as begin preparing the logistic of getting the products.



Style Lists

Standard

Search

Deleted: No

Status:

Categories:

Adapt Filters (1)

Style List Name	Status	% Complete	Categories	Distribution Chains	Market Hierarchy nodes
RG_SL_200819_01	In progress	0 %	Men	SO Convenience US;Stores;SO Co...	Enterprise
FS 20 08 2019	In progress	0 %	Men	SO Convenience US;Stores;SO Co...	Enterprise
qweqweq	In progress	100 %	Men	SO Convenience US;Stores;SO Co...	Enterprise
dc	In progress	0 %	Men	SO Convenience US;Stores;SO Co...	Enterprise
HCC SP 2008 3	In progress	100 %	Men	SO Convenience US;Stores;SO Co...	Enterprise
RG_190719_01	In progress	0 %	UA_Footwear;UA_Accessories	SO Convenience US;Stores;SO Co...	
HCC SL 2008 1	In progress	100 %	Men	SO Convenience US;Stores;SO Co...	Enterprise
FS 20.08.2019	In progress	0 %	Men	SO Convenience US;Stores;SO Co...	Enterprise
HCC 2008	In progress	0 %	Basketball	SO Convenience US;Stores;SO Co...	Canada Brand House;US Brandhou...

Create Style Lists

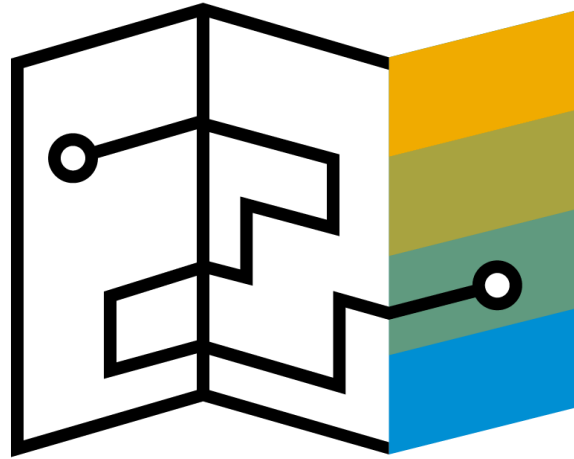
Monitor Progress

Information at a glance

Benefits

- For **product managers**: plan the target selling price, margins, contract price, quantity, turnover (calculated), target number of generic products
- For **production planners**: reserve production capacity
- For **logistics**: negotiate logistics tenders
- For **senior directors**: Receive a summary at region and channel level and compare the merchandise plan and the style plan KPIs

Planned for Q4/2019

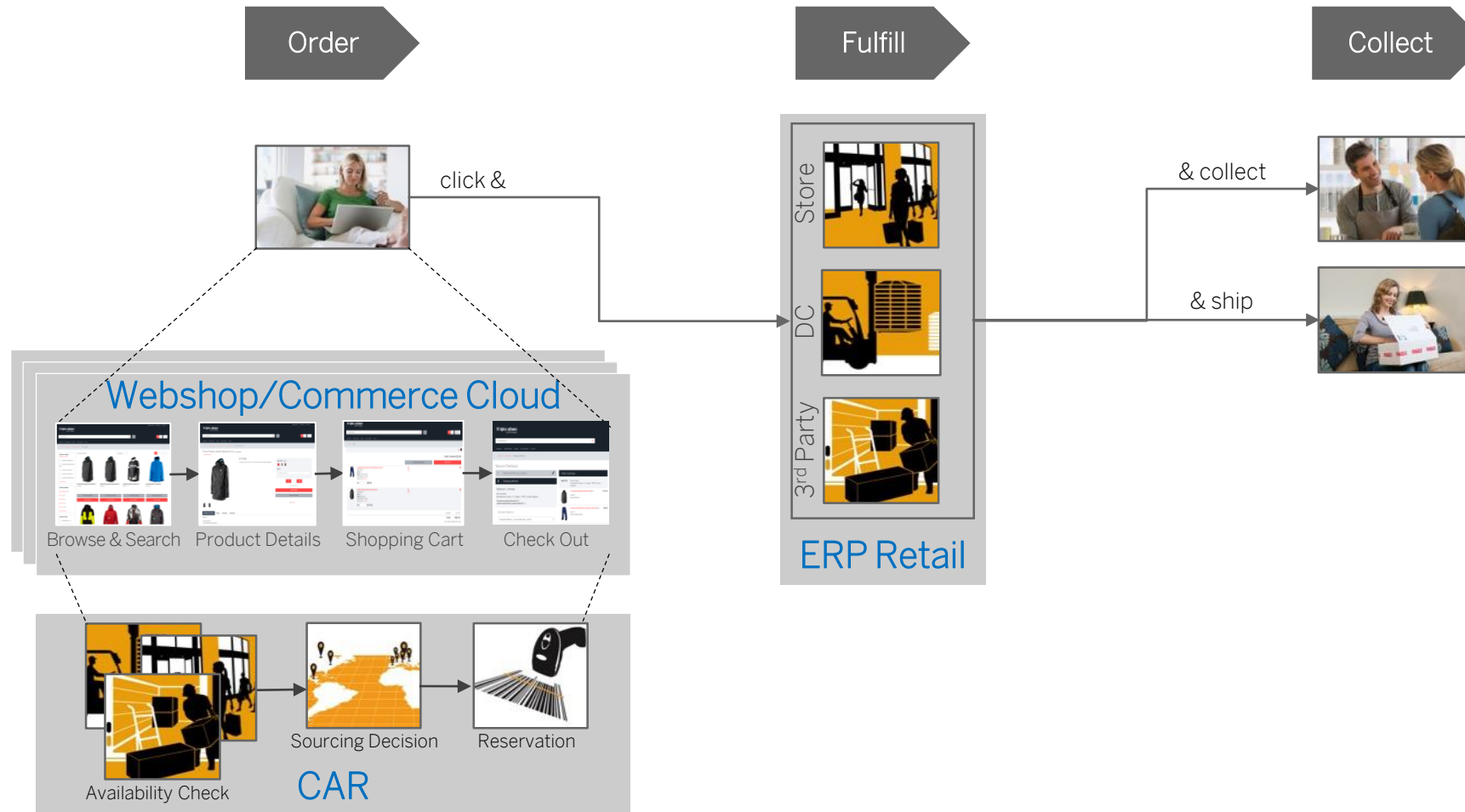


Enhancements

Omnichannel Article Availability and Sourcing

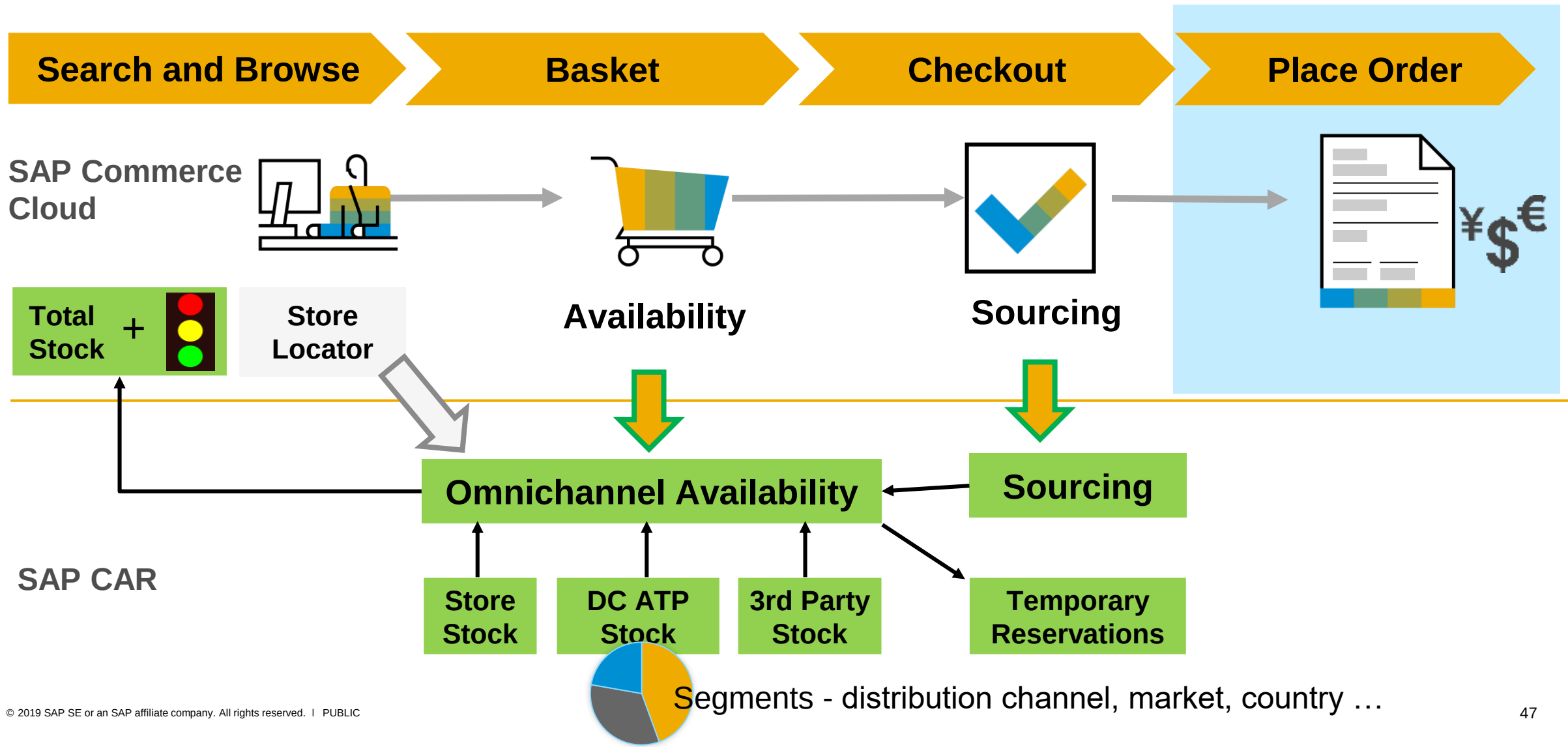
SAP Customer Activity Repository – Omnichannel Article Availability/Dynamic Order Sourcing (OAA)

Determine the optimal source (fulfillment location) for an order / order line item based on omnichannel article availability.

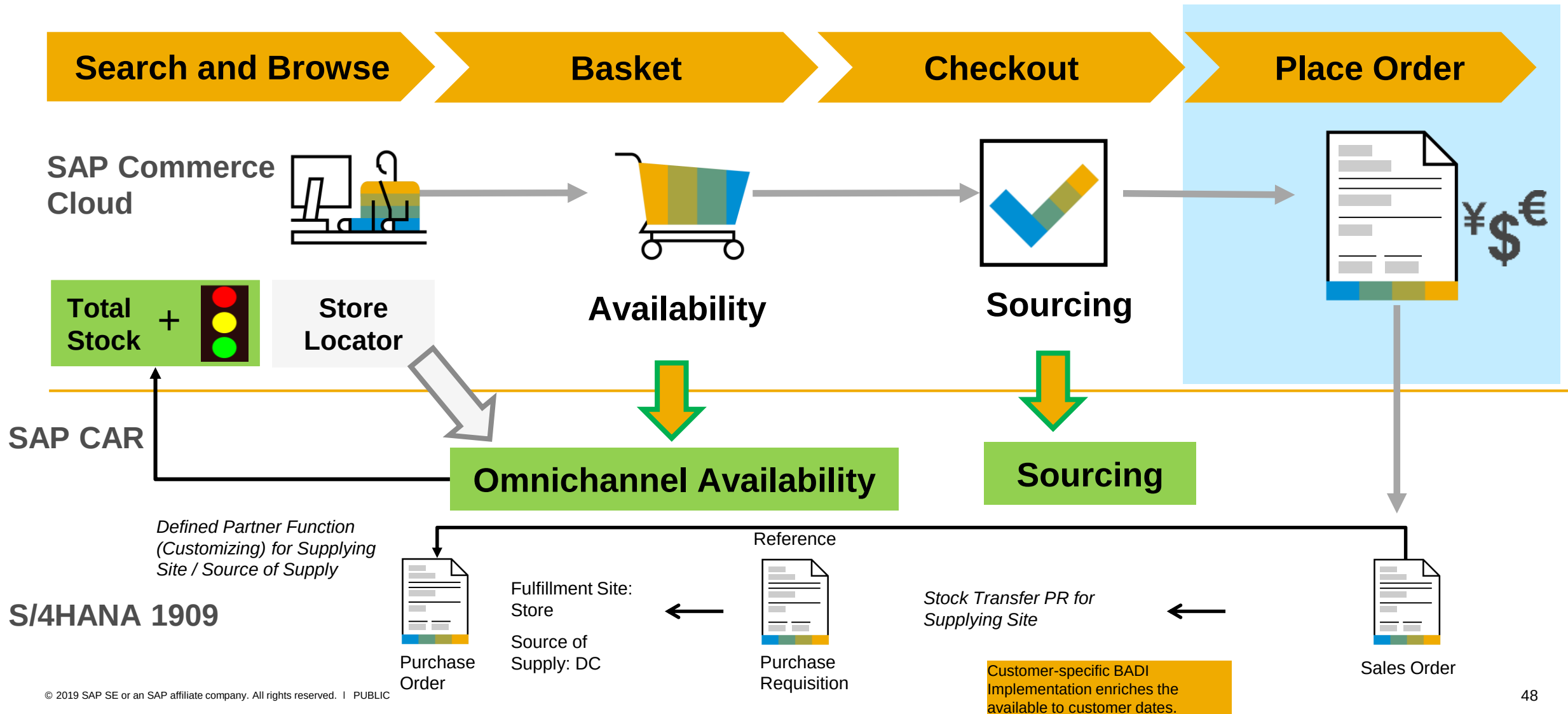


- Direct shipment in omnichannel environment (End-2-End process)
- Dynamic rough stock indicator (stock coverage / sales ratio based)
- Fallback in case CAR is not responding (on time)
- Automatic deletion of outdated temporary reservations
- Enhancements on temporary reservation API

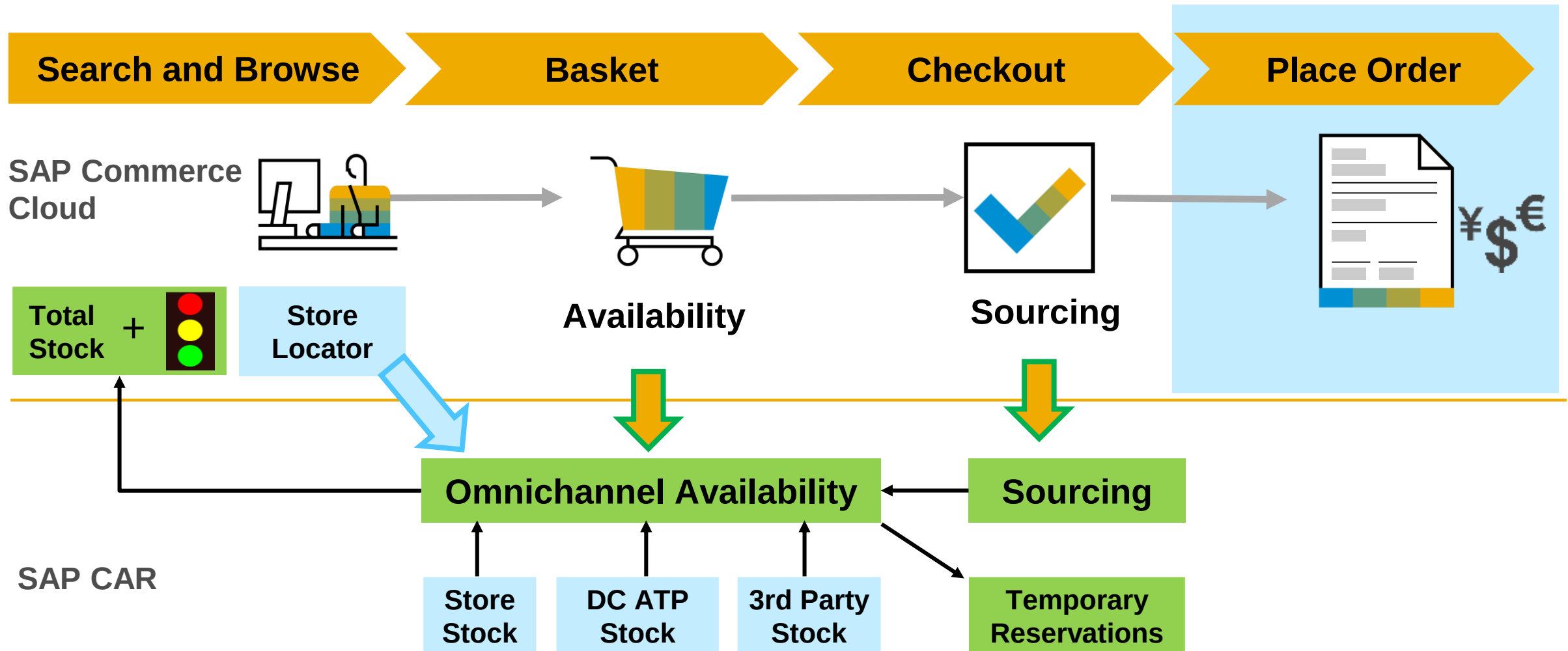
SAP Customer Activity Repository – Omnichannel Article Availability



SAP Customer Activity Repository – OAA - “Click & Collect with stock transfer” Scenario



SAP Customer Activity Repository – OAA - “Click & Collect” Scenario



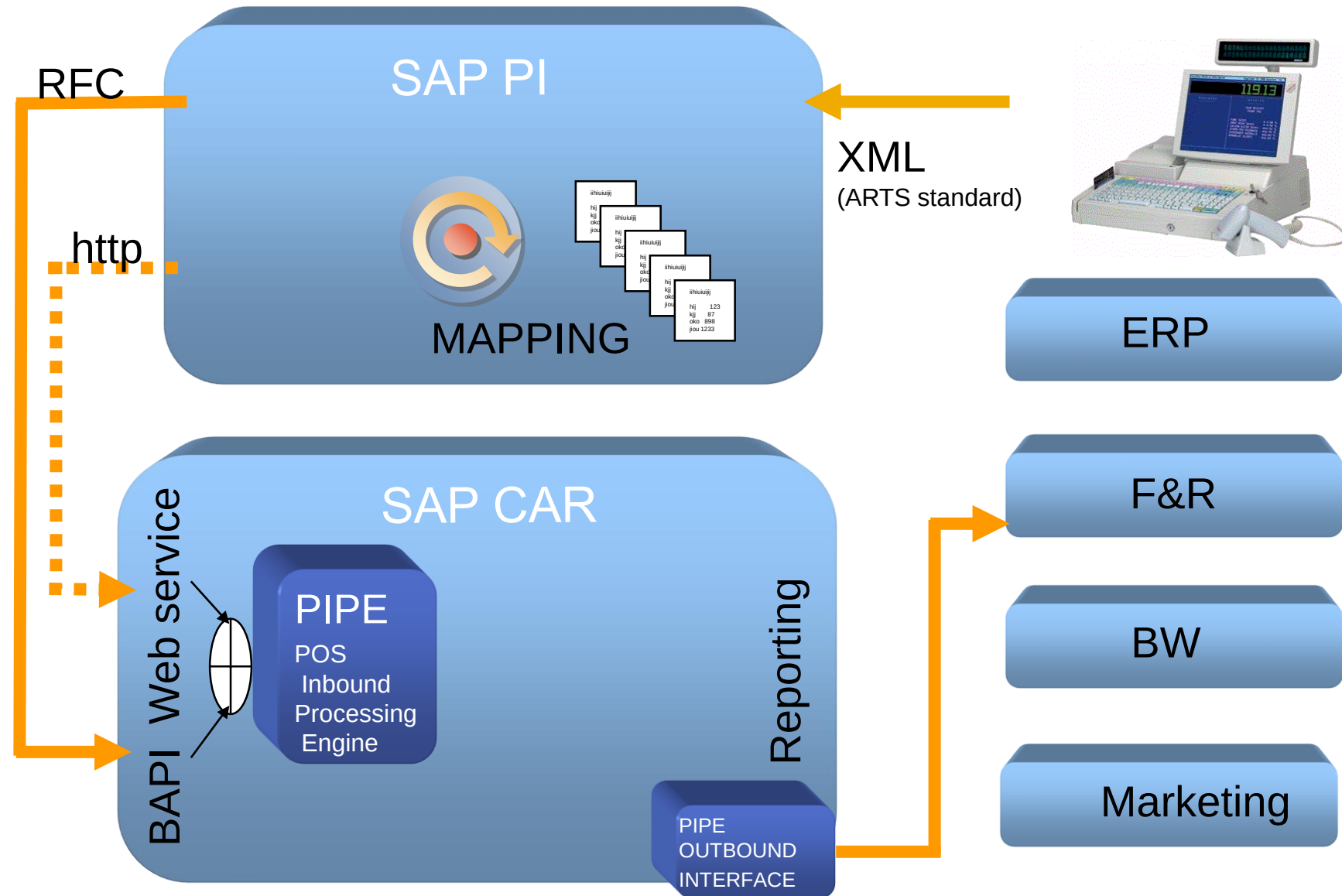
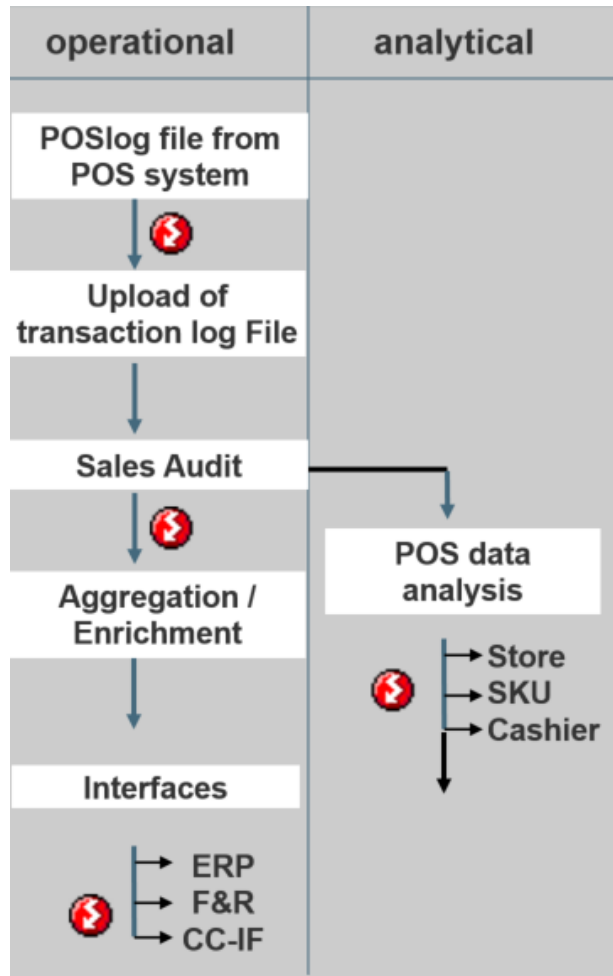
Planned for Q4/2019



Enhancements

POS Data Transfer & Audit

POS Audit and Transfer in SAP Customer Activity Repository



The Topics of Today ...

**Consumer Sales Intelligence (CSI)
Customer Order Sourcing (COS)
Order Management in the cloud**



Retail Store Management



Customer Activity Repository, Application Bundle (CARAB)



**Co-Innovation Offering
Fresh Item Procurement - Grocery Retailing**



**Roadmap Item
Category Management with Assortment Planning**



S/4Hana Retail and Fashion



Embedded Data Intelligence



**Co-Innovation Offering
Intelligent Store**



SAP Road Maps

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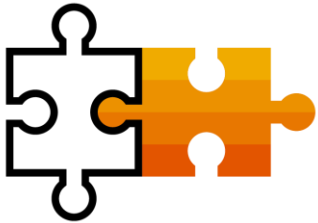
SAP Transformation Navigator
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[Build your road map >](#)

Co-Innovation Offering Fresh Item Procurement - Grocery Retailing



Highlights Fresh Item Procurement Grocery Retailers

Offering for Co-Innovation 2019+



Analytics Dashboard

- User friendly, exception driven monitoring that allows to control the fresh item availability in your DC's to finally fulfill the store orders
- Display order statistics, vendor and contract information, and customize additional widgets such as weather information



Fresh Assortment Management

- Manage assortments (optional: time dependent) and assign them to distribution centers and business users such as DC Buyer
- Define replacement articles



High Degree of Automation

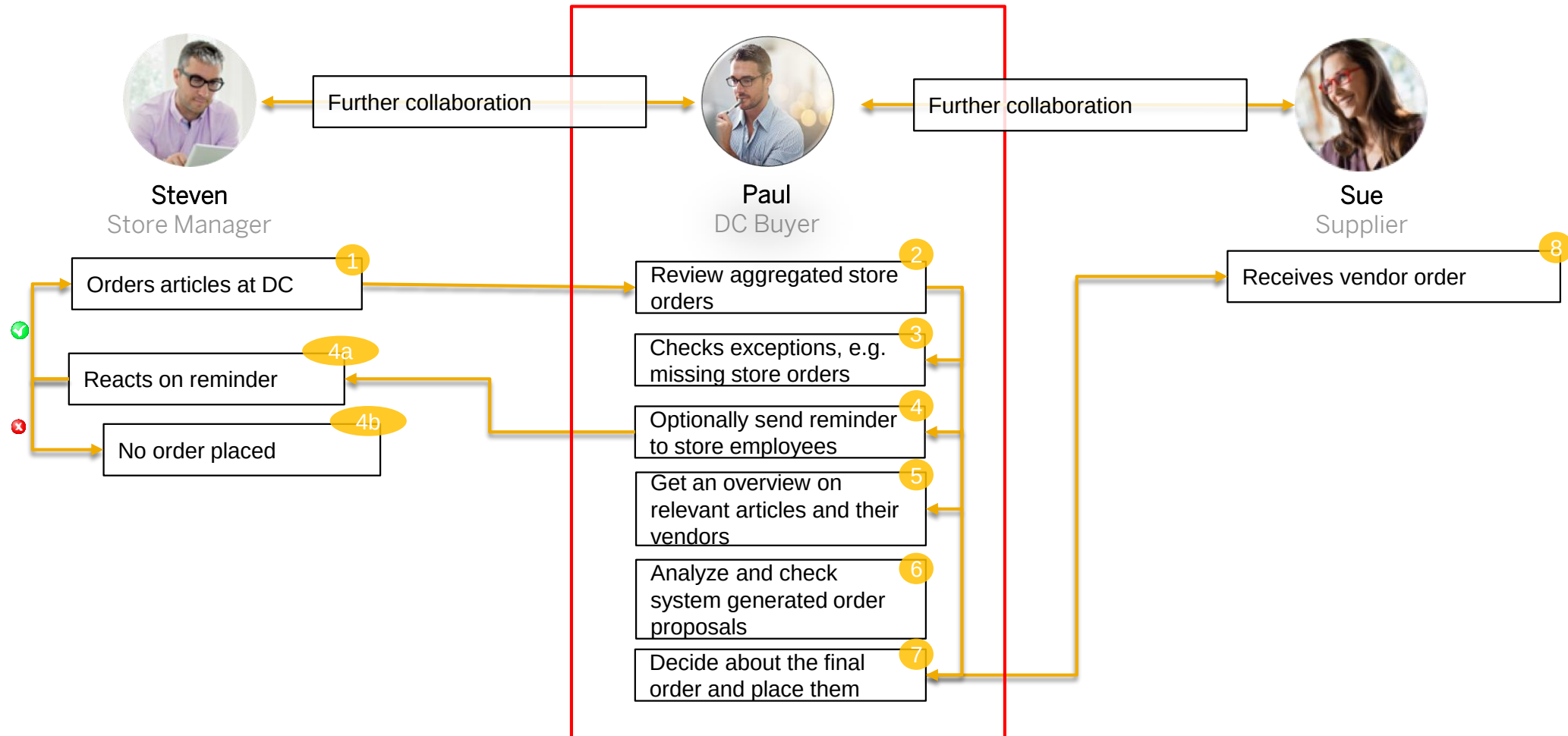
- Automatically propose order quantities per product, delivery day and vendor
- Consider predicted waste and shrinkage
- However, a Fiori DC Dispo workbench for manual interaction shall be available



Distribution Cockpit

- Manual distribution to stores with automation support for the DC Buyer
- Rule based distribution of store orders in case of shortage or overstock situation
- Distribution of replacement articles

Interaction View



Roadmap Item

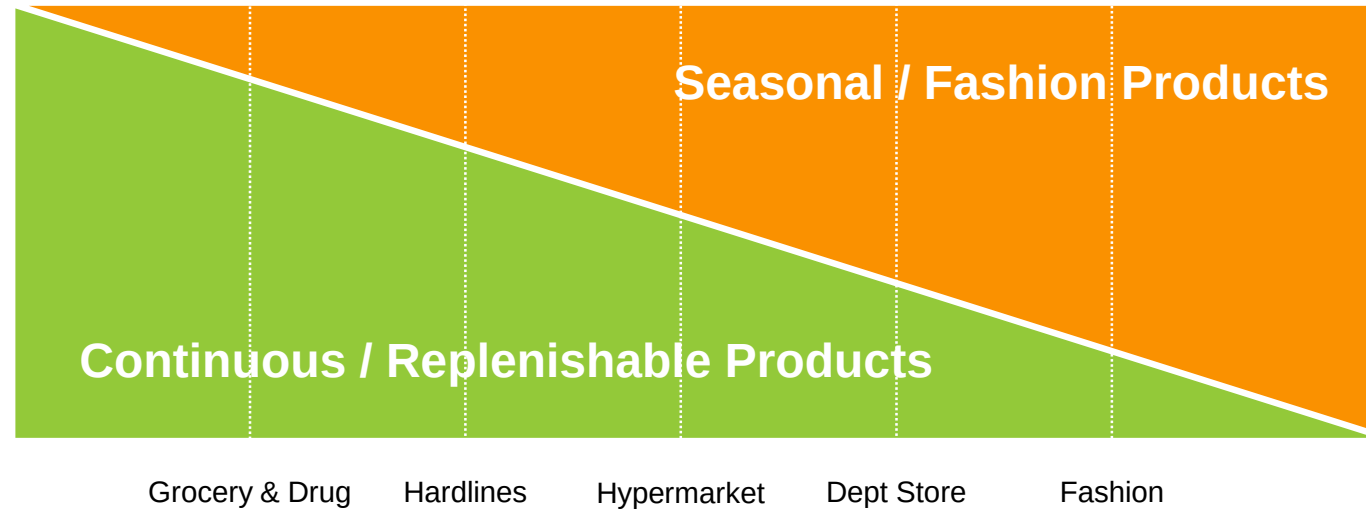
Category Management with Assortment Planning



Plan All Merchandise Types with SAP

Assortment Mix

- Long product lifecycle
- Products in a category are relatively stable with limited changes
- Short lead times & usually can be replenished on short notice
- PULL-based supply chain
- Promotions drive volume & traffic

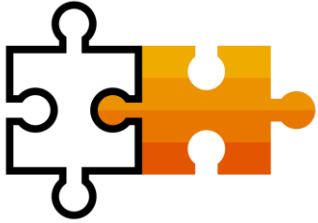


- Short product lifecycle
- Products in a category are mostly/completely replaced each season
- Long lead times are common & usually can't be replenished on short notice; often one-time buys
- PUSH-based supply chain
- May calculate & monitor open-to-buy
- End-of-season markdowns make room for next season's inventory

Highlights Assortment Planning for Grocery Retailers

Planned as SAP portfolio business case / co-innovation 2019+

Assortment Fit Analysis



- User friendly, tightly integrated solution that allows cluster-assortment fit analysis over time
- Performance analysis and indication of market trends to improve the cluster assortment to fulfill customer needs

Connected end-to-end

- Assortment planning needs to consider space constraints to decide number of articles that will fit the assortment



Customer Centricity



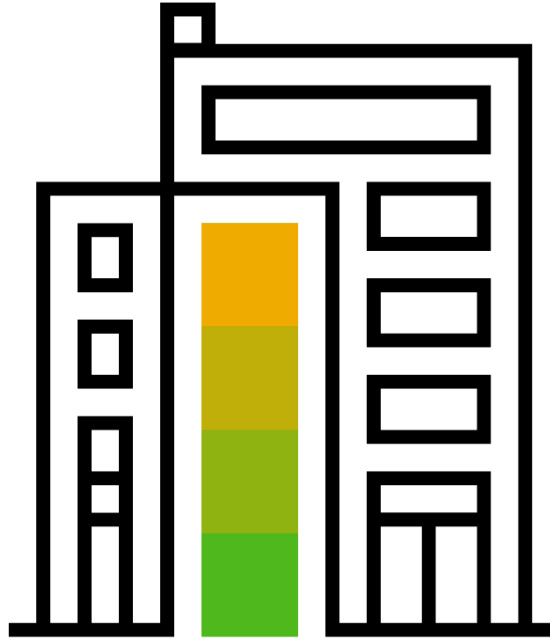
- Category managers would like to make assortment decisions based on how the customer category shopping patterns
- Viewing and analyzing an assortment/category with the focus on consumer needs

Advanced Automation



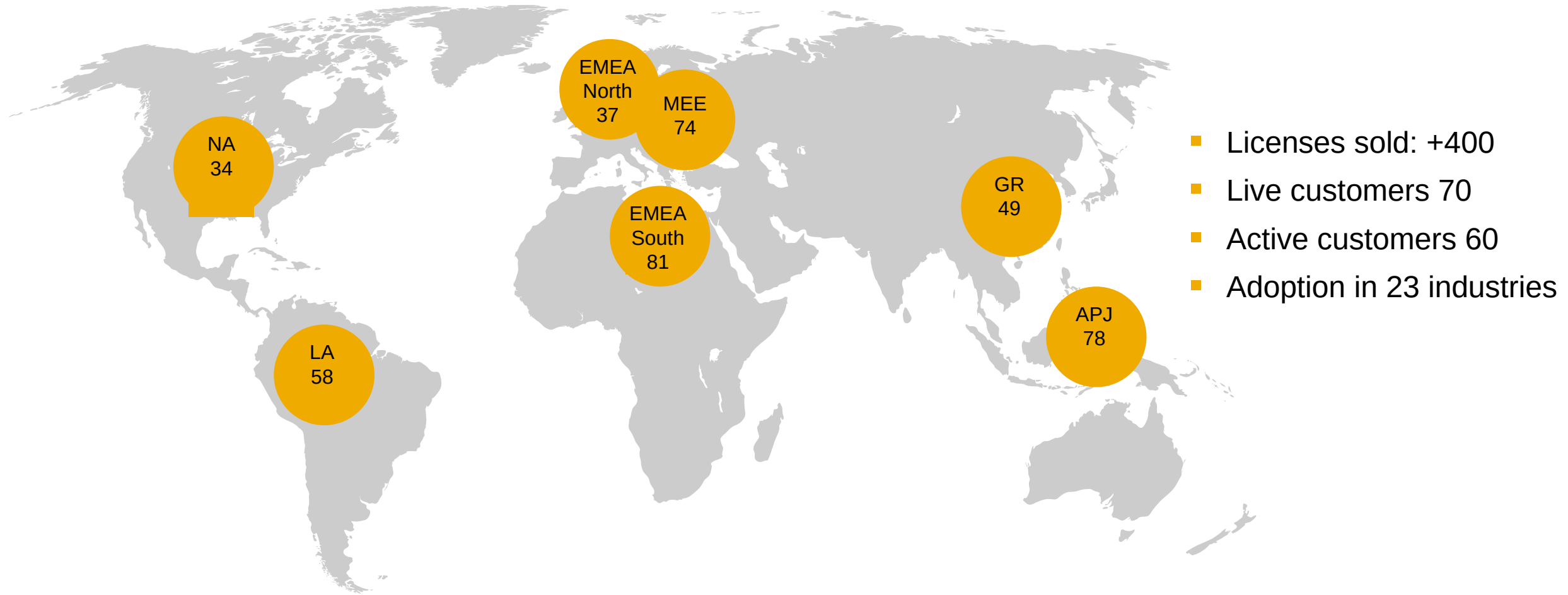
- Automate article assessment to show how important they are per assortment – to achieve optimal assortments while minimizing administration
- Category manager want certain business rules to be considered when optimizing the assortments

Planned for Q4/2019



S/4HANA Retail and Fashion

S/4HANA Retail and Fashion – State of the Nation



Wins in 2018/2019



MICHAEL KORS



Live customers and active customers - examples

The logo for allbirds, featuring the brand name in a black, lowercase, cursive script.The logo for FairPrice NTUC, with "FairPrice" in blue and "NTUC" in red.The logo for Sharjah Co-op Society, featuring Arabic text "جمعية الشارقة التعاونية" and "SHARJAH CO-OP SOCIETY" below it.The logo for porta! möbel & mehr, with "porta!" in red and "möbel & mehr" in black.The logo for Wing On, featuring the text "wing on" and "永安百貨" (Wing On Department Store) with "Founded 1907" below.The logo for Wing On Plus, featuring the text "wing on" and "永安 Plus" with a red diamond icon.The logo for ANTA, featuring the brand name in bold black letters with a red swoosh above it.The logo for Walgreens, featuring the brand name in red script and "Trusted since 1901™" below.The logos for Walmart and Massmart, with "Walmart" in blue and "MASSMART" in grey.The logo for Tapestry, featuring the brand name in black on a yellow background, with "COACH | kate spade | STUART WEITZMAN" below.

S/4HANA Complete scope for retail and fashion



E2E scope from:

- Master data
- Assortment, pricing & promotions
- Purchasing
- Inventory management
- Sales order management
- Store management
- POS connectivity

Product Master	Customer Master	Vendor Master	Site Master	Seasons & Collections	Value Added Services
Product Taxonomy	Listing, Assortment & Layout	Pricing	Retail Promotions	Retail Markdowns	In-Store MIM / Fiori
Planned Independent Requirements	Distribution Curve	MRP	Retail Allocation	Replenishment	VMI
Vendor Funds Management	Purchase Requisition	Purchase Order	Subcontracting	Advanced Shipping Notification	Invoice Verification
Segmentation	Merchandise Distribution	Goods Receipt	Inventory Mgmt.	Cross Docking	Warehouse Mgmt
Sales Order	ATP, Re-Scheduling	Demand/Supply Matching	Shipping	Billing	POS Outbound

160
countries

38
languages

S/4HANA Retail for merchandise management 1909

Functional Extensions



- **Point-of-sale outbound communication**

- New POS outbound service to replace older version for replication of master data to the POS systems
- Framework unification with DRF-OUT
- Unified monitoring with AIF (application interface framework)

- **In-store transfers based on RFID**

- Facilitate and automate in-store stock transfer from back storage to front store

- **Enterprise Search for sites, promotions, allocation**

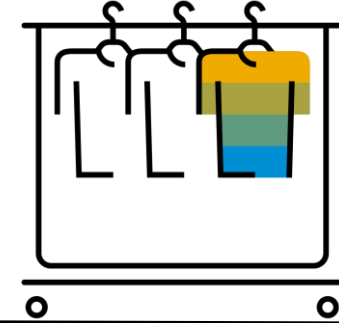
- **PP-DS fields in article master**

- Allow maintenance of PP-DS relevant information in article master to support production processes better (examples are in-store production or private label -> vertical business)

- **Outlook 2020/21**

- Further enablement of store processes with RFID
- Conversion report material -> article
- New app for click-and-collect
- New POS inbound service
- Better assignment of store associates to stores

SAP S/4HANA for Fashion and Vertical Business 1909



Functional Extensions

Enhancement Season Management

- Season Master Data Enhancement
- Enhancement in Season Completeness Check
- Automation Scenario for Master Data Change
- Enhancement of Season Re-determination

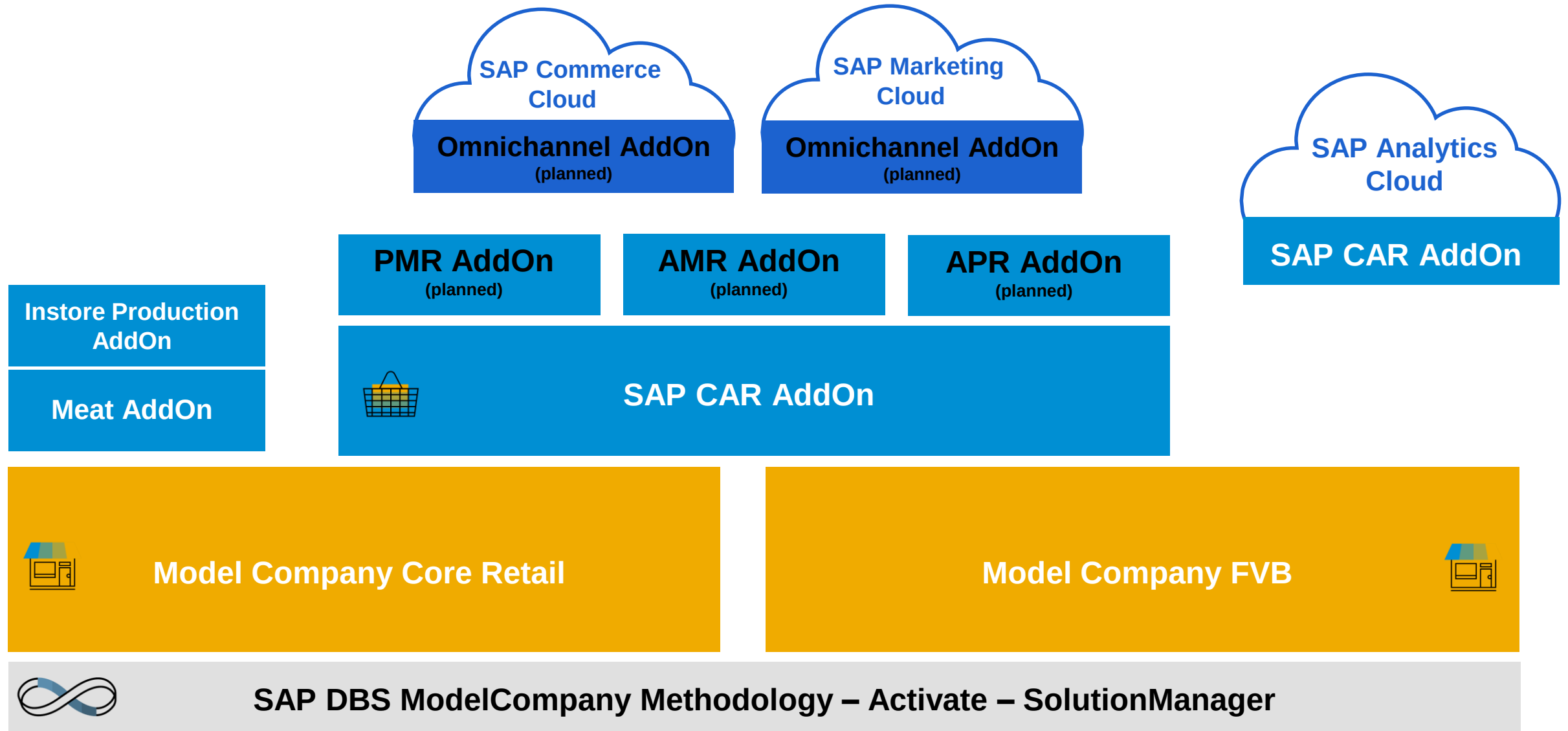
Enhancements in Supply Assignment

- Dynamic Supply Prioritization
- Workflow Event Handling in Supply Assignment
- Supply Demand Overview for all Documents
- ITA Selection of Demand based on Supply

Enhancements in Flexible Purchasing Commitments

- Multi-Level Purchase Contract Enablement
- Prepack Handling in Purchase Contract and Call-Offs
- Direct Ship Flexibility: TPO/ PTO Alignment Enablement
- Value Added Services (VAS) Plant Capability Features

S/4HANA Retail for merchandise management – Model Company



Embedded Data Intelligence



The Intelligent Enterprise in Retail and Fashion

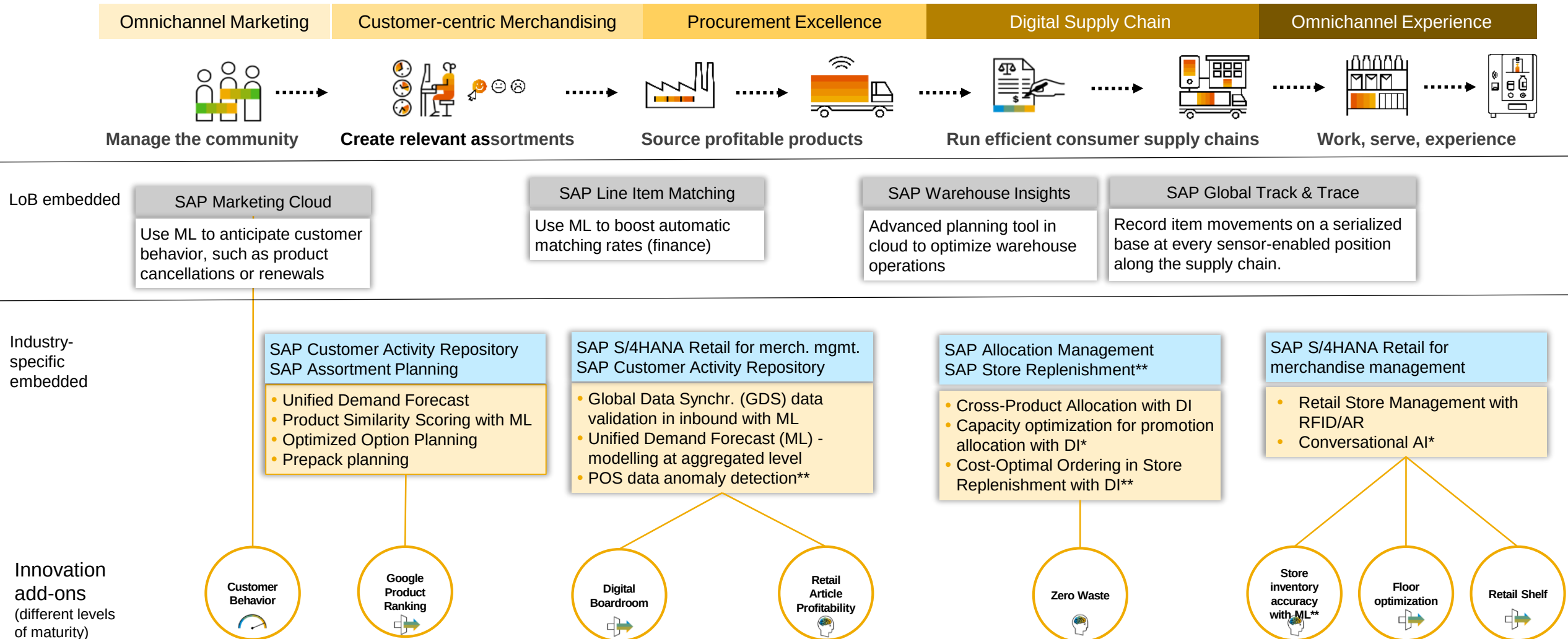
End-to-End Industry Value Chain with Intelligent Industry Scenarios Embedded and add-on

*RTC 2019

** Roadmap

DI Data Intelligence

ML Machine Learning



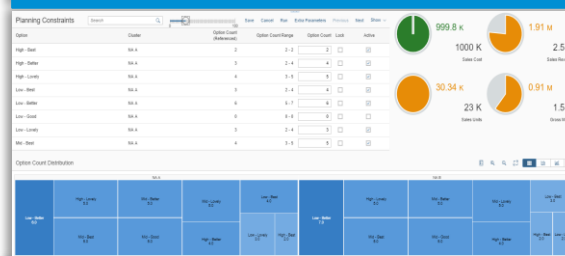
Embedded intelligence in Retail and Fashion

Unified demand forecast



- Sophisticated retail/fashion forecast with multiple demand influencing factors and Bayesian statistics (ML)
- Modelling at aggregated level
- Forecast at product/color level
- Manual forecast correction
- User-defined demand influencing factors
- Cannibalization **

Intelligent Assortment Planning



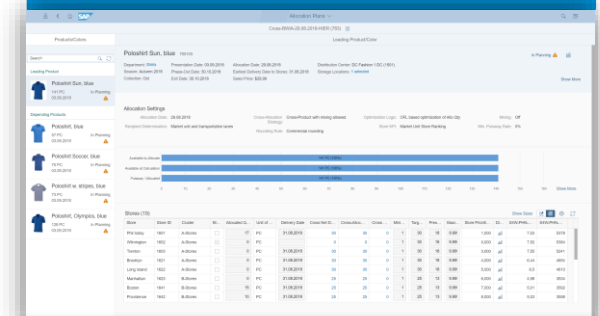
- Optimized Option Planning
- Prepack Planning

Intelligent Store Replenishment**



- Forecasted distribution of sales**
- Cost-optimal ordering**

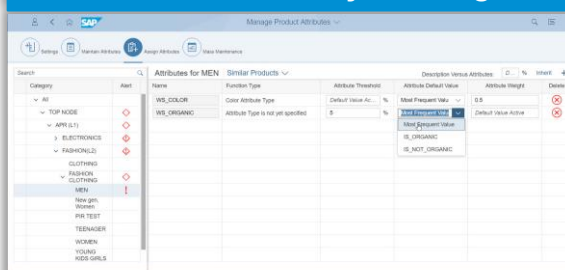
Intelligent Allocation Management



- Automatic rationing in case of undersupply
- Cross-product optimization of similar products or across DC in case of very limited availability
- Optimization of store area capacity*
- Optimization of logistical UoM **

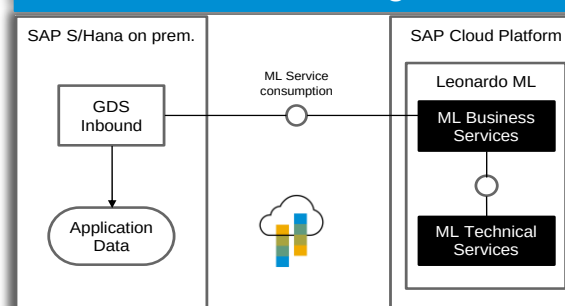


Product Similarity Scoring



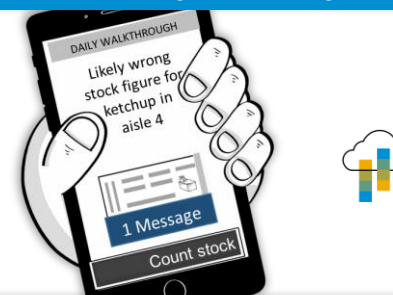
- Find suitable reference products or substitutes in the assortment
- Automated determination of reference products for forecasting*
- Automatic attribute weighting**

Master data intelligence



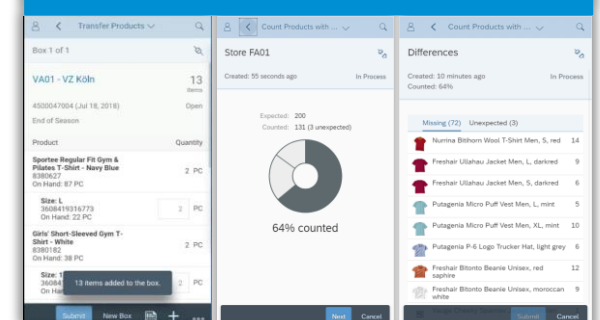
- Global Data Synchronization (GDS) data validation in inbound with ML
- POS data anomaly detection in POSDT&A***

Store inventory accuracy***



- Create intelligent counting lists for products with likely wrong store stock to improve replenishment/allocation and controlling processes (***)

Smart Store



Retail Store Management with RFID/AR

- Transfer products
- Count products
- Instore transfers*
- Conversational AI***
- Tracing individual products**

Co-Innovation Offering Intelligent Store



Vision for Intelligent Store – Use case ideas

Enable retailers to manage holistically & intelligently their stores



"Stores as Destination": Attract Consumers

- Support cashier-less stores
- Click & Collect, Click & Ship
- Support Clienteling
- Shopping Assistant:
 - Guide me through store, find my products,
 - hands free UI
 - Smart Dressing Room
 - Augmented Reality, e.g. show products w/o specific ingredients on the shelf



Attract consumers

- Superior shopping experience
- Seamless omni-commerce



Productive Store Employees, Store Process Automation

- Significant productivity increase and automation through RFID
- Inventory accuracy with ML
- Simple interactions through hands free UI
- Guide associate through the store
- View tasks, find products through Augmented Reality
- My store in one view through manager and associate cockpit: Insight to action
- Let a robot do simple tasks



Automated and efficient store

- Save costs through automation
- Highly productive employees
- Focus on consumer



Store Intelligence via IoT

- Smart equipment notification
- Predictive equipment maintenance
- Register/track shoppers (e.g. through WiFi, sensor doors, ...) to get conversion rates



"Active" store

- Discover issues and trigger actions quickly, prevent from reoccurring
- Collect info, gain valuable insight, optimize, and control processes

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Thank you.