



Retail Strategy & Digital Transformation

Retail Digital Transformation Roadmap

- Assess retail technology, processes, and CX maturity
- Identify high-impact initiatives across channels
- Define phased roadmap aligned to ROI
- Establish governance and success metrics

Omnichannel Retail Strategy

- Seamless journeys across store, web, mobile, marketplaces
- Unified pricing, promotions, inventory, and orders
- Business, IT, and operations alignment
- Improve conversion, satisfaction, and retention

Retail Business Model Innovation

- D2C, marketplace, subscriptions, quick commerce
- Expansion into new geographies and channels
- Scalable operating and fulfillment models
- Cost and margin optimization

Digital Commerce & Retail Platforms

E-Commerce Platform Implementation

- B2C and B2B commerce platforms
- Headless, composable, SaaS architectures
- Catalog, pricing, checkout optimization
- ERP, OMS, CRM, payment integrations

Marketplace Enablement

- Multi-seller marketplace capabilities
- Vendor onboarding and catalog ingestion
- Pricing, commissions, SLA management
- Expanded assortment and choice

POS & Store Systems Modernization

- Modern, fast checkout experiences
- Mobile POS and assisted selling
- Inventory, loyalty, promotion integration
- Improved store reporting and visibility

Customer Engagement, Loyalty & Personalization

Customer Loyalty Programs

- Points, tiers, rewards, offers
- Omnichannel accrual and redemption
- POS, e-commerce, CRM integration
- Engagement and effectiveness tracking

Personalization & Recommendations

- Behavior-driven recommendations
- Real-time personalization
- Digital and in-store touchpoints
- Higher AOV and conversions

Retail Mobile Applications

- Shopping, offers, order tracking
- Digital receipts and wishlists
- Store locator and loyalty access
- Improved brand engagement

Order, Inventory & Supply Chain Optimization

Distributed Order Management (DOM)

- Ship-from-store, BOPIS, BORIS, curbside pickup
- Cost-, speed-, and availability-based routing
- Real-time cross-channel order visibility
- Improved fulfillment efficiency and CX

Inventory Visibility & Optimization

- Real-time inventory across stores and warehouses
- Reduced stockouts and overstock
- Intelligent allocation and replenishment
- Improved turnover and working capital

Demand Forecasting & Replenishment

- Historical and real-time demand forecasting
- Seasonality, promotions, regional trends
- Optimized replenishment and safety stock
- Resilient and accurate planning

Retail Data, Analytics & Insights

Retail Performance Analytics

- Sales, margin, inventory, promotion tracking
- Executive and operational dashboards
- Real-time and historical analytics
- Faster data-driven decisions

Customer 360 & Behavior Analytics

- Unified customer profiles
- Browsing, purchase, engagement analysis
- Segmentation and targeting
- Personalized merchandising and marketing

Pricing & Promotion Analytics

- Promotion uplift and ROI measurement
- Price elasticity and competitive analysis
- Markdown and clearance optimization
- Improved profitability

In-Store Experience & Smart Retail

Smart Store Solutions

- Digital signage and interactive kiosks
- Real-time promotions and messaging
- Centralized experience management
- Improved conversion and engagement

Computer Vision & In-Store Analytics

- Footfall, dwell time, movement analysis
- Planogram and shelf compliance
- Loss prevention and shrinkage reduction
- Layout and staffing insights

Associate Enablement Tools

- Mobile devices and associate apps
- Assisted selling and endless aisle
- Real-time product and customer data
- Higher staff productivity and service quality

Cloud, AI & Retail Technology Modernization

Retail Cloud Migration

- Secure migration of legacy systems
- Improved scalability and performance
- Lower infrastructure and maintenance costs
- Faster innovation cycles

AI & Automation for Retail

- Chatbots and virtual assistants
- Automated service and order inquiries
- Predictive analytics
- Improved efficiency and CX

Retail Data Platform & CDP

- Centralized retail and customer data
- Analytics and personalization enablement
- Data governance and security
- Enterprise-wide insights

Retail Enablement & Advisory Services

Retail Change Management & Training

- Training for store, operations, and corporate teams
- Support adoption of new technologies
- Minimize disruption during transformation
- Improve productivity and confidence

Retail Technology Advisory

- Platform and vendor evaluation
- RFPs, comparisons, due diligence
- Alignment with business goals
- Reduced implementation risk

Retail Managed Services & Operations

Retail Application & Platform Support

- 24X7 monitoring and incident response
- Performance and availability management
- SLA-based platform support
- Continuous optimization

Retail DevOps & Release Management

- CI/CD pipelines
- Automated testing and deployments
- Reliable and frequent releases
- Reduced time-to-market

Retail FinOps & Cost Optimization

- Cloud and platform cost monitoring
- Budgeting and forecasting
- ROI-driven optimization
- Sustainable growth enablement

