

Application Quadrant Analysis - Fashion/Specialty, Department Stores and Mixed Goods Retailers

| Strategic | Potential? |
|---|---|
| <p>Omni-Channel</p> <ul style="list-style-type: none"> • Omni-channel order management • BOPIS (buy online pick up in store – called click and collect in Europe) • BORIS (buy online return to store) • BOPAC (buy online, pick up at curbside) • Single view of inventory • Single view of customer • Identify the customer in all channels • Omni-channel CRM • Social media integration <p>Buying/Merchandising</p> <ul style="list-style-type: none"> • Demand forecasting using machine learning • AI assisted basket analysis • Price optimization throughout product life cycle <p>Store Operations</p> <ul style="list-style-type: none"> • RFID (higher value products) • Mobile POS • Assisted selling, e.g. clienteling • Look books/outfit builder/wardrobing <p>Logistics</p> <ul style="list-style-type: none"> • Computer driven warehouse automation • RFID <p>Human Resources</p> <ul style="list-style-type: none"> • AI assisted job application screening | <p>E-Commerce</p> <ul style="list-style-type: none"> • Voice recognition/voice commerce • Augmented reality/virtual reality <p>Buying/Merchandising</p> <ul style="list-style-type: none"> • AI assisted performance analysis <p>Store Operations</p> <ul style="list-style-type: none"> • Robotics for store cleaning/housekeeping • Digital wallets • Visual recognition <p>Logistics</p> <ul style="list-style-type: none"> • Computer controlled robotics <p>Human Resources</p> <ul style="list-style-type: none"> • AI assisted job application screening |
| Key Operational (Mainstream) | Maintenance |
| <p>E-Commerce</p> <ul style="list-style-type: none"> • Order processing • Basket analysis assisted recommendations • Product information • Order tracking • Returns management • Call centre management <p>Buying/Merchandising</p> <ul style="list-style-type: none"> • PLM • Merchandise management (seasonal goods) • Merchandise and assortment planning (seasonal goods) • OTB/WSSI • Category management (continuity or year round goods) • Category and assortment planning (continuity) • Product design (for private label) • Demand forecasting • Allocation and replenishment • Promotion planning and evaluation • Vendor management • Vendor portal for all communications including data sharing • Space management/planogramming <p>Store Operations</p> <ul style="list-style-type: none"> • POS • Wi-fi in store • Customer price look up, product information lookup • Self-service checkout (non-apparel retailers) • Customer kiosks • Customer price check verification • Customer counting • Contactless payment • Store portal (Intranet) • Task management • Time and attendance recording • Employee self service • Store receiving • Loss prevention • Sales audit <p>Logistics/Warehouse Management</p> <ul style="list-style-type: none"> • Labour scheduling • Time and attendance • Warehouse management • Transportation management • E-fulfilment • Loss prevention <p>Human Resources</p> <ul style="list-style-type: none"> • Talent pool management • Recruitment management • Employee process management, e.g. appraisals • Learning management system • E-learning development tools <p>Other</p> <ul style="list-style-type: none"> • Data warehouse | <p>E-Commerce/Marketing</p> <ul style="list-style-type: none"> • Content Management System <p>Human Resources</p> <ul style="list-style-type: none"> • Payroll management • Employee record keeping • Recruitment kiosk app (large format stores) <p>Finance</p> <ul style="list-style-type: none"> • Accounting systems • Expense management • Invoice matching • Purchasing goods not for re-sale <p>Real Estate/Property</p> <ul style="list-style-type: none"> • Lease/rent management • Utilities management • Repairs management • Refurbishment planning <p>Other (mainly IT)</p> <ul style="list-style-type: none"> • Office productivity apps(cloud or in house) • Email • EDI • Cyber security • Enterprise Service Bus (ESB) |



Application Quadrant Analysis – Grocery and Drug Stores

| Strategic | Potential? |
|---|--|
| <p>Omni-Channel</p> <ul style="list-style-type: none"> • Omni-channel order management • BOPIS (buy online pick up in store - click and collect in Europe) • BORIS (buy online return to store) • BOPAC (buy online, pick up at curbside) • Single view of inventory • Single view of customer • Identify the customer in all channels • Omni-channel CRM • Social media integration <p>Buying/Merchandising</p> <ul style="list-style-type: none"> • Demand forecasting using machine learning • AI assisted basket analysis • Price optimization throughout product life cycle <p>Store Operations</p> <ul style="list-style-type: none"> • Waste management • Service counters queue management using digital displays <p>Logistics</p> <ul style="list-style-type: none"> • Computer driven warehouse automation • RFID | <p>E-Commerce</p> <ul style="list-style-type: none"> • Voice recognition/voice commerce • Augmented reality/virtual reality <p>Buying/Merchandising</p> <ul style="list-style-type: none"> • AI assisted performance analysis <p>Store Operations</p> <ul style="list-style-type: none"> • Robotics for empty shelf stock gap detection, shelf filling, store cleaning/housekeeping and spillages clean up • Cashierless stores (small formats and non-pharmacy) • Digital wallets • Visual recognition <p>Logistics</p> <ul style="list-style-type: none"> • Computer controlled robotics <p>Human Resources</p> <ul style="list-style-type: none"> • AI assisted job application screening |
| Key Operational (Mainstream) | Maintenance |
| <p>E-Commerce</p> <ul style="list-style-type: none"> • Order processing • Basket analysis assisted recommendations • Product information • Order tracking • Call centre management <p>Buying/Merchandising</p> <ul style="list-style-type: none"> • Category management • Category and assortment planning • Demand forecasting • Allocation and replenishment • Promotion planning and evaluation • Vendor management • Vendor portal for all communications including data sharing • Space management/planogramming <p>Store Operations</p> <ul style="list-style-type: none"> • POS • Wi-fi in store • Customer price look up, product information lookup • Customer kiosks for service counter orders, menu suggestions, etc. • Self-service checkout • In-store couponing • Customer price check verification • Customer counting • Contactless payment • Store portal (Intranet) • Task management • Time and attendance recording • Employee self service • Manager self service • Store receiving • DSD/VMI • Loss prevention • Sales audit <p>Logistics/Warehouse Management</p> <ul style="list-style-type: none"> • Labour scheduling • Time and attendance • Warehouse management • Transportation management • E-fulfilment <p>Human Resources</p> <ul style="list-style-type: none"> • Talent pool management • Recruitment management • Employee process management, e.g. appraisals, training and development • Learning management system • E-learning development tools <p>Other</p> <ul style="list-style-type: none"> • Data warehouse (product, sales, inventory, customers) | <p>E-Commerce/Marketing</p> <ul style="list-style-type: none"> • Content Management System <p>Human Resources</p> <ul style="list-style-type: none"> • Payroll management • Employee record keeping • Recruitment kiosk app <p>Finance</p> <ul style="list-style-type: none"> • Accounting systems • Expense management • Invoice matching • Purchasing goods not for re-sale <p>Real Estate/Property</p> <ul style="list-style-type: none"> • Lease/rent management • Utilities management • Repairs management • Refurbishment planning <p>Other (mainly IT)</p> <ul style="list-style-type: none"> • Office productivity apps (cloud or in house) • Email • EDI • Cyber security • Enterprise Service Bus (ESB) |



Application Quadrant Analysis – Online Retailers

| Strategic | Potential? |
|---|---|
| E-Commerce <ul style="list-style-type: none"> Look books/outfit builder/wardrobing Social media integration Buy online, pick up at third party location Buying and Merchandising <ul style="list-style-type: none"> Price optimization throughout product life cycle AI assisted basket analysis Demand forecasting using machine learning and big data analytics Logistics <ul style="list-style-type: none"> Computer driven warehouse automation RFID | E-Commerce <ul style="list-style-type: none"> Voice recognition/voice commerce Augmented reality/virtual reality Buying/Merchandising <ul style="list-style-type: none"> AI assisted performance analysis Logistics <ul style="list-style-type: none"> Computer controlled robotics Human Resources <ul style="list-style-type: none"> AI assisted job application screening |
| Key Operational (Mainstream) | Maintenance |
| E-Commerce <ul style="list-style-type: none"> Order processing Order management Basket analysis assisted recommendations Product information Order tracking Returns management Call centre management Buying/Merchandising <ul style="list-style-type: none"> PLM Merchandise management (seasonal goods) Merchandise and assortment planning (seasonal goods) OTB/WSSI (seasonal) Category management (continuity or year round goods) Category and assortment planning (continuity goods) Product design (for private label) Demand forecasting Allocation and replenishment (other country warehouses) Promotion planning and evaluation Vendor management Vendor portal for all communications including data sharing Logistics/Warehouse Management <ul style="list-style-type: none"> Task management Time and attendance Labour scheduling Warehouse management Transportation management E-fulfilment Employee self service Loss prevention Human Resources <ul style="list-style-type: none"> Talent pool management Recruitment management Employee process management, e.g. appraisals Learning management system E-learning development tools Other <ul style="list-style-type: none"> Data warehouse | E-Commerce/Marketing <ul style="list-style-type: none"> Content Management System Human Resources <ul style="list-style-type: none"> Payroll management Employee record keeping Finance <ul style="list-style-type: none"> Accounting systems Expense management Invoice matching Purchasing goods not for re-sale Real Estate/Property <ul style="list-style-type: none"> Lease/rent management Utilities management Repairs management Refurbishment planning Other (mainly IT) <ul style="list-style-type: none"> Office productivity apps(cloud or in house) Email EDI Cyber security Enterprise Service Bus (ESB) |

