

Exploring Retail Automation



DRIVERS OF AUTOMATION IN RETAIL HAVE ACCELERATED OVER THE PAST 12 - 24 MONTHS

The pandemic has resulted in surging demand for dynamic omnichannel retailing.

Consumers are more demanding and less patient than ever.

64%

of businesses say they reach out to customer communities in new ways since the pandemic.ⁱ

66%

of consumers believe that automation can improve their shopping experience by solving challenges such as long queues for checkout.ⁱⁱ

Labor shortages are forcing retailers to automate processes previously managed by people.

Reverse logistics are an entry qualifier these days.

69%

of companies have reported talent shortages and difficulty hiring.ⁱⁱⁱ

72%

of retailers are investing in their returns management processes.^{iv}

Consumers now demand flexible order retrieval options.

Supply chain disruptions have become the norm.



A poll of retail executives indicated that store-based pickup offerings grew threefold from mid-2019 to mid-2020.^v

68%

of retailers reported moderate to heavy disruption in their supply chains.^{vi}

THE AUTOMATION OF RETAIL IS UNDERWAY AND POSITIONED FOR FURTHER EXPANSION IN 2022 AND BEYOND.

47%

of retailers will be involved with an in-store robotics project within the next 18 months.^{vii}



77%

of large retailers say it is important to create a clear robotics strategy.^{viii}

73%

of large retailers say the importance of using robotics in warehouses or distribution centers has increased due to factors that emerged during the pandemic.^{ix}



CONSIDER SOME APPLICATIONS FOR AUTOMATION TECHNOLOGIES IN THE RETAIL ENVIRONMENT



Automated checkout



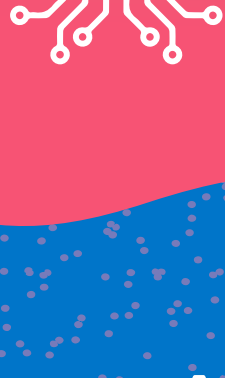
Robotic picking/packing automation



Robots for cleaning/restocks



Interactive digital kiosks to enable self-service



Computer vision that delivers actionable insights

AUTOMATION DELIVERS SIGNIFICANT BENEFITS TO RETAILERS

66%

Reduction in human errors

66% cited automation as being key to reducing data errors.^x

Improved productivity

44% expect that AI will boost productivity.^{xi}

44%

49%

Cost savings

49% expect that AI will cut costs in the supply chain.^{xii}

Revenue optimization

Because of automation, retailers have witnessed an 11% increase in visits by customers.^{xiii}

11%

48%

Streamlined compliance

48% are employing automation for compliance and payments protection.^{xiv}

Greater insight

40% believe the primary benefit of AI is in better retail decision-making.^{xv}

40%

However, automation is a complex endeavor. Be prepared with some key insights as well as best practices to increase the speed and success of implementation.

Discover our eBook.

A Guide to Pioneering New Frontiers in Automation

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TECHNOLOGY LIFECYCLE SOLUTIONS FOR MULTI-SITE CLIENTS™

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