Capgemini

Agile Store solutions

Offering greater convenience and value to customers and guests, while transforming operations to be more efficient and contributing to increased profitability

Ensuring customer and guest experience is a core strategy

According to research from Gartner, 89% of companies expect to compete mostly on the basis of customer experience. It drives revenue. Research shows satisfied customers spend more after a positive experience and talk about it with their friends.

Hyper-connected consumers expect to get what they want, when they want, so each interaction is important to build the brand. When they go to a retail location, the technology stack needs to work.

Retail locations need to deliver the best client service, which for consumers means a more engaging in-store experience. To be competitive, retailers need highly reliable in-store technology, so the experience is convenient and seamless across channels. It also means retailers rely on this same technology to provide a real-time view of store operations and integration with back-office systems.

Delivering the Agile Store

Capgemini's Agile Store solution offers retailers the agility to quickly implement new in-store features and technologies, integrated across all channels, while maintaining the reliability needed to run ongoing business operations. This solution drives store channel performance, while enabling practical innovation and the next store of the future.

Agile Store is a robust, turnkey solution set that improves the efficiency, availability, and reliability of the entire store technology stack, so systems can stay current and fully maintained. With a predictable streamlined approach to address in-store technology-related disruptions, companies can quickly return to business-as-usual with swift issue resolution or workaround deployment.

Customer experience is at the center of the Agile Store. It helps retailers build, deploy, and maintain smart digital solutions and platforms that empower managers and store associates to deliver the most convenient customer experience possible.

Agile Store has been fully deployed at more than 10,000 stores or restaurants in 80 countries and provides ongoing services for more than 100,000 stores in more than 120 countries.
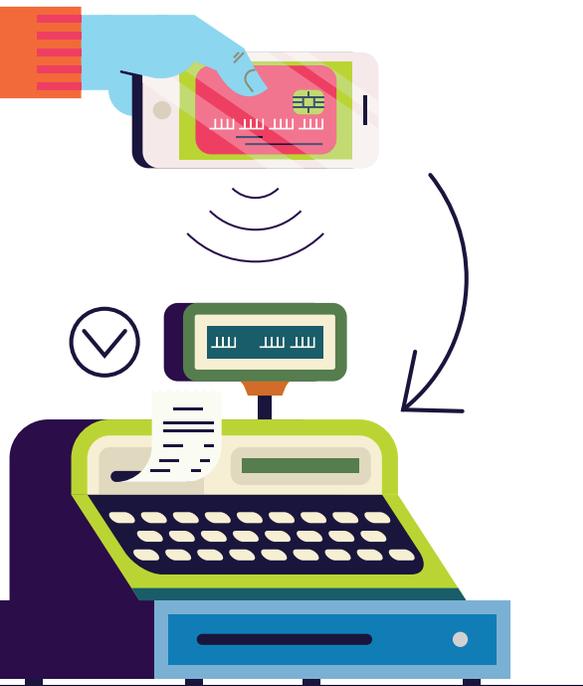
The solution can be tailored to the unique needs of a customer and a specific industry segment. For example, general merchandise, electronics, and fashion retailers and two of the largest global restaurant chains have made significant gains with Agile Store solutions, such as:

- 20-30% reduction in total cost for in-store technology support
- 15-25% increase in store system reliability
- 30-50% decrease in overall total cost of ownership of in-store systems
- Increase in profitability per store
- Increase in speed-to-market with faster implementation of new technologies
- Ability to manage higher ticket volumes (up to 15%) during seasonal or peak times at no extra cost
- Reduction in issue volumes year-over-year with proactive problem management
- More integrated and proactive services delivered for the store through the ServiceNow platform
- Improved associate satisfaction with in-store technology.

Our teams support complex transactions for more than 14 billion orders per year, with 10 million product, price, and promotion changes pushed cross-channel in 22 countries.

Technologies

- POS (platform, mobile)
- Mobile wallet
- Mobile apps
- Drive-thru and valet services
- In-store kiosk, self-service
- Clienteling and tablet ordering
- E-commerce
- Product, pricing, and promotions platform
- Home delivery
- Store ops
- Labor scheduling
- Inventory management
- Core store technology platforms and devices

Services

- Cashless payments
- Delivery Management
- Deploy support (User and System) Hardware certification and retail technology platform

- Hardware procurement
- Infrastructure Support
- Integrated store system testing (corporate, market, and store level)
- Integrated support model
- Labor Scheduling
- Promotion Management
- Solution Design and Architecture
- Store application management
- Store application support
- Store Audits and consulting (Architecture, Deployment and Operations)
- Store data assurance
- Store deployment
- Store field services
- Store Infrastructure Monitoring
- Store service desk
- Technology operations management

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion (about $15.6 billion USD at 2018 average rate).

Learn more about us at

www.capgemini.com

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People matter, results count.