

# Digital solutions for Retail

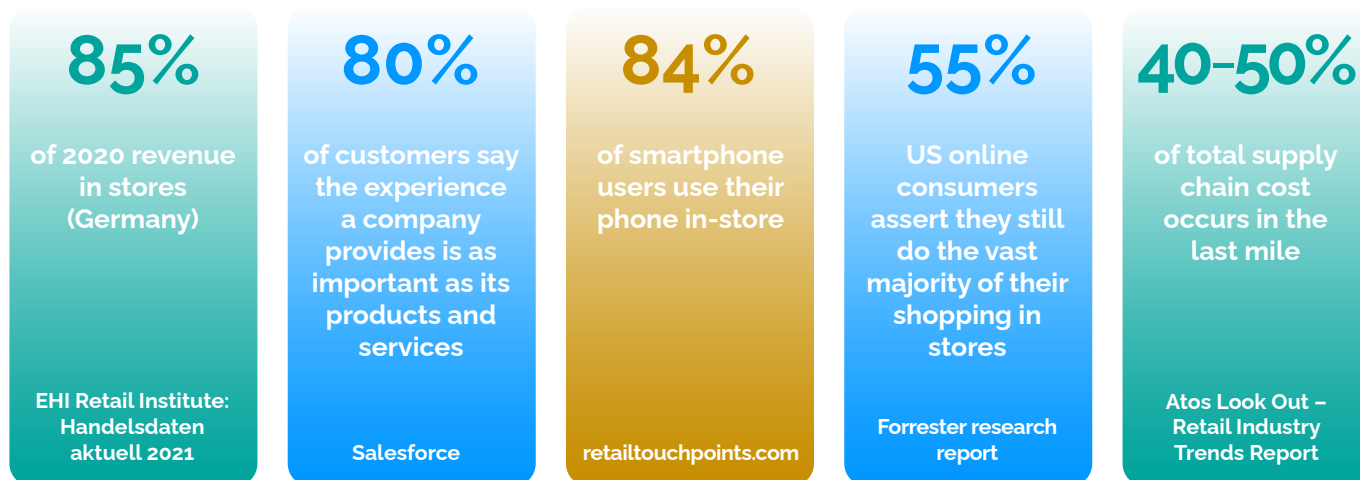
Atos supports Retailers worldwide with their digital transformation

## Challenges in Retail are manyfold...

In the last years technologies evoked many new customer expectations: consumers expect convenient, seamless interactions when shopping and immediate fulfilment of their wishes and needs.

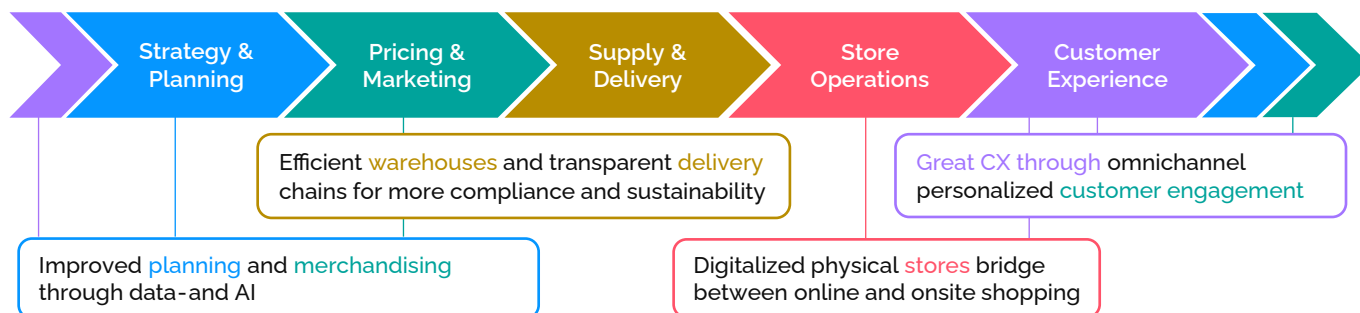
Covid-19 brought many disruptions and added even more stress to the delivery side. But it also enhanced new opportunities with digitally empowered business models.

How do you deal with the trends in Retail? Some figures:



## Atos supports the digital transformation in your Retail processes

Our special Retail offerings help you to digitalize your business. Supported by Atos you can head for new horizons – from optimizing your operations to piloting new business models.



## Atos is a leader in secure and decarbonized digital



#1 IT services provider in the DJSI Europe Index



European #1 in cyber security, cloud & HPC

Member of EHI Retail Institute

**EHI** Retail Institute®

# Retail offerings from Atos at a glance



## Omnichannel CX for Retail

Digital solutions improve customer experience across all touchpoints: **Shopper 360-degree and personalization, Conversational commerce, Immersive shopping experience**

### Benefits:

- Customer engagement anywhere & anytime when consumers are willing to interact & buy, omni-channel and multi-modal
- Unified, seamless, contextual and personalized customer experience across all touchpoints
- Real-time adaption to customer behavior
- Improvement of customer loyalty
- Data and AI add new value to both customer experience and efficiency



## Retail supply & delivery chains

Retailers optimize cost and improve CX by choice, reliability, and transparency with digital solutions: **Click and collect, Lost packages and overgoods, Last mile delivery**

### Benefits:

- Enhanced visibility and delivery reliability
- Automating complex delivery flows such last mile delivery, alternative pickup locations, redirecting deliveries
- Improved delivery reliability through lost goods intelligence
- Contactless delivery options to consumers – up to 24x7 availability
- Bridging the gap between the omnichannel orders and enterprise inventory to be fulfilled at stores / other locations



## Logistics & Retail Warehouse Management

Intelligent, automated warehouses and distribution centers optimize operations: **Warehouse Management Solutions, Roll container management**

### Benefits:

- Optimized control of the day-to-day warehouse operations for Logistics operators and Retailers
- Improved warehouse security / workplace safety
- Includes storage rooms and all "in-store stock" into a joint warehouse & inventory mgmt. system
- Automated order picking reduces manual labor and costs
- Rolling assets can be integrated into the wider warehouse concept



## Retail in-store digitalization

New digitalized store models bridge between traditional and online stores: **Connected coolers and vending machines, In-store intelligence, Autonomous store platform**

### Benefits:

- Digitally transformed stores operate with greater efficiency and flexibility
- Digital store technologies help to improve store operations, merchandising, and CX
- Convenient, contactless and frictionless shopping with autonomous stores
- Retailers can analyze and leverage their customer data and store or asset insights for new services



## Retail merchandising optimization

Our AI-driven solutions help to improve **pricing and promotions, demand forecasting, assortment optimization, perpetual inventory management.**

### Benefits:

- Business can optimally respond to global market needs and react fast on changes (based on real-time insights)
- Competitive pricing, more sales and profit, better brand reputation
- Internal processes become less complex
- Shrink & theft reduction
- Increased in-stock pickup fill rate and increased sales

### #1 Managed Security Services provider<sup>1</sup>

Atos is a vendor-agnostic end-to-end Cybersecurity Service provider. We operate a global SOC infrastructure with services ranging from Cloud security operation to SIEM solutions. We are a BSI<sup>2</sup> certified trusted advisor, with 6000 security consultants worldwide who are eager to help you meet the challenges of digital transformation.

- <sup>1</sup> Gartner, Market Share: Managed Security Services, Worldwide, 2021
- <sup>2</sup> Federal Office for Information Security

### Decarbonization – journey to Net-Zero

Digital technologies can have significant impact on visibility and contribute to reduction of greenhouse gas emissions by 15%<sup>1</sup>. The Atos net-zero capability combines 15-years of climate consulting and carbon credit experience with world-class digital expertise. Thanks to our global network of experts, trusted partners and R&D programs we stay at the forefront of digital decarbonization.

- <sup>1</sup> World Economic Forum (2021)

Interested? Find more at [atos.net/retail](https://atos.net/retail) and contact us:

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