The need for agile retail

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Between customer expectations and an experience that delivers, there's a bridge

Changing the Conversation

Retail care-abouts

- #1 Labor

- Actionable store insights

- Rich personalized experiences

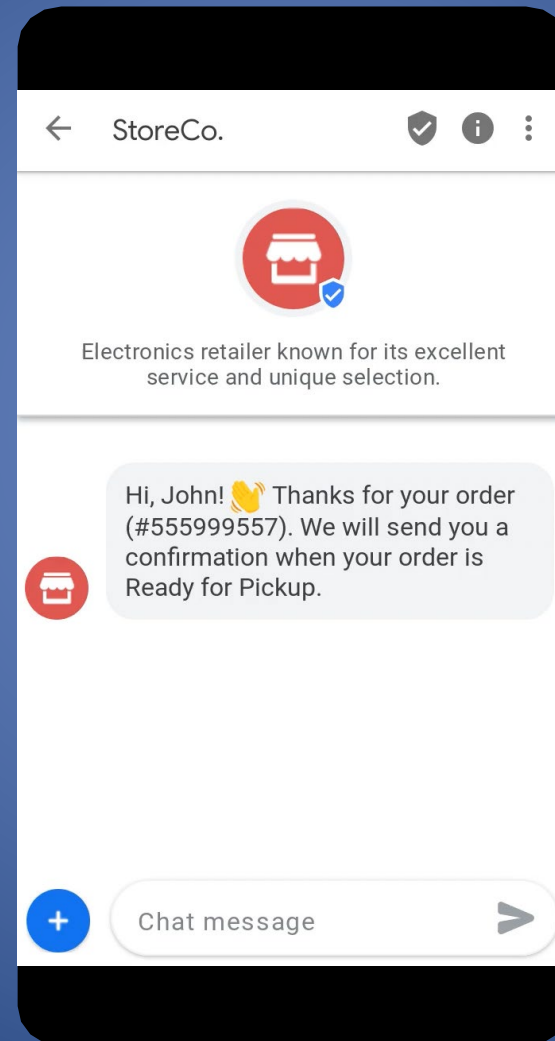- Store automation

- Safety, Security & Compliance

- Sustainability

Rich engagement

- Personalized consumer engagement
- Online-to-Offline experience
- Digital merchandising
- AR/VR
- Appeal to the next-gen associates
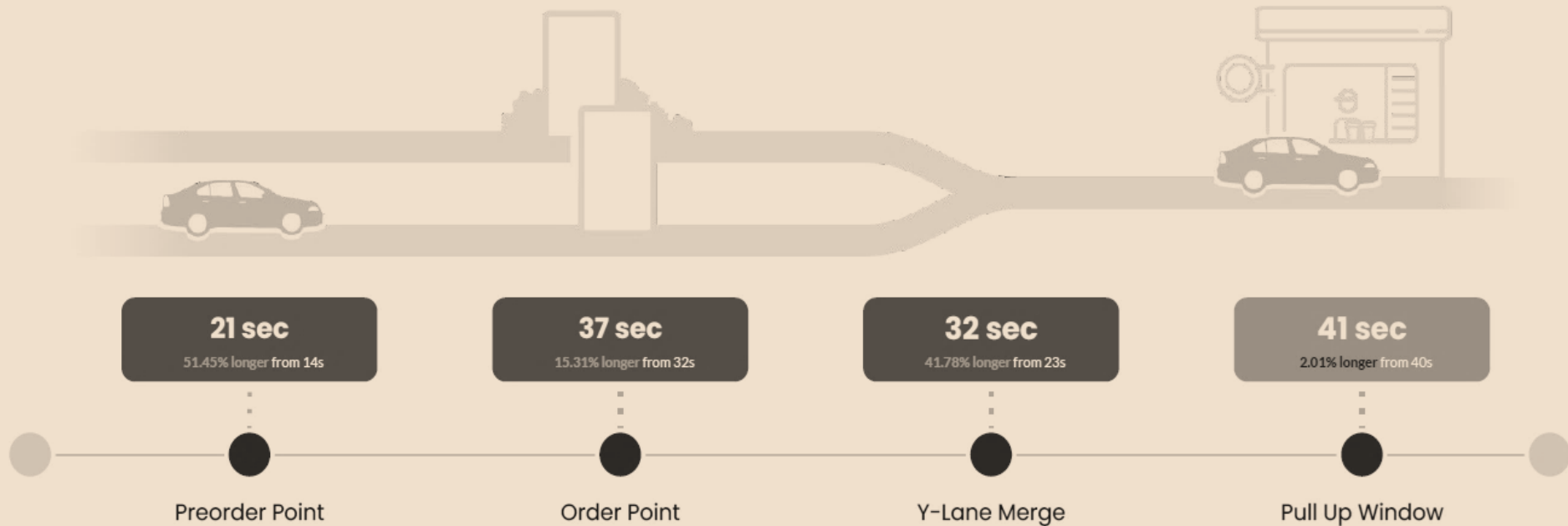
Rich Digital Engagement

Actionable store insights

- Consumer behavior

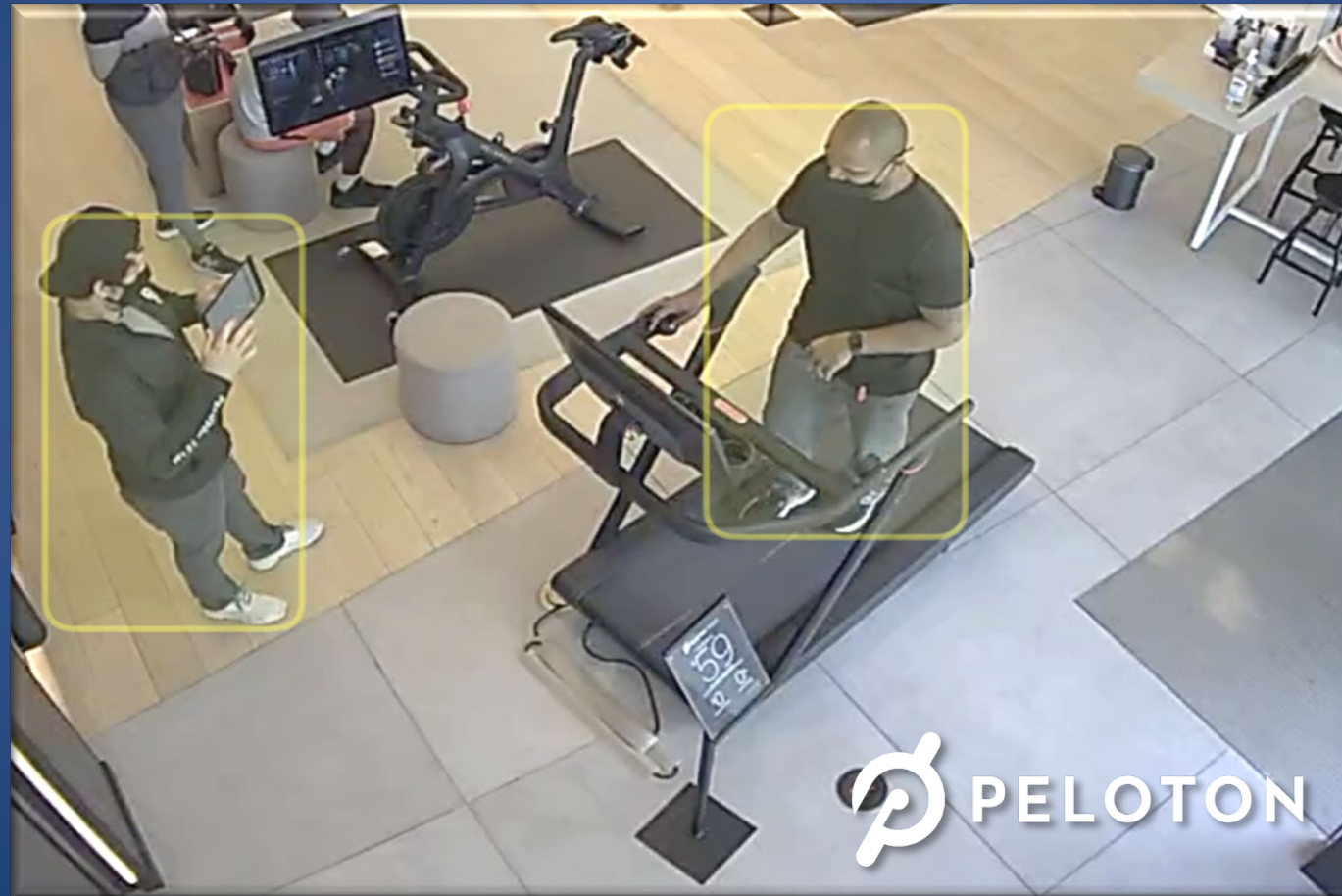- Associate engagement

- Operational insights

Drive-Thru Automation

Dwell Time per Zone

Data on average dwell time at each zone of the drive thru journey

21 sec	**37 sec**	**32 sec**	**41 sec**
51.45% longer from 14s	15.31% longer from 32s	41.78% longer from 23s	2.01% longer from 40s
Preorder Point	Order Point	Y-Lane Merge	Pull Up Window

viana™
a meld cx™ product

Consumer Behavior

Store automation

- Notification

- Electronic shelf labels

- Visual inventory

- Robotic inventory

- Autonomous stores

Safety, security & compliance

- Loss prevention & fraud detection

- associate & consumer safety
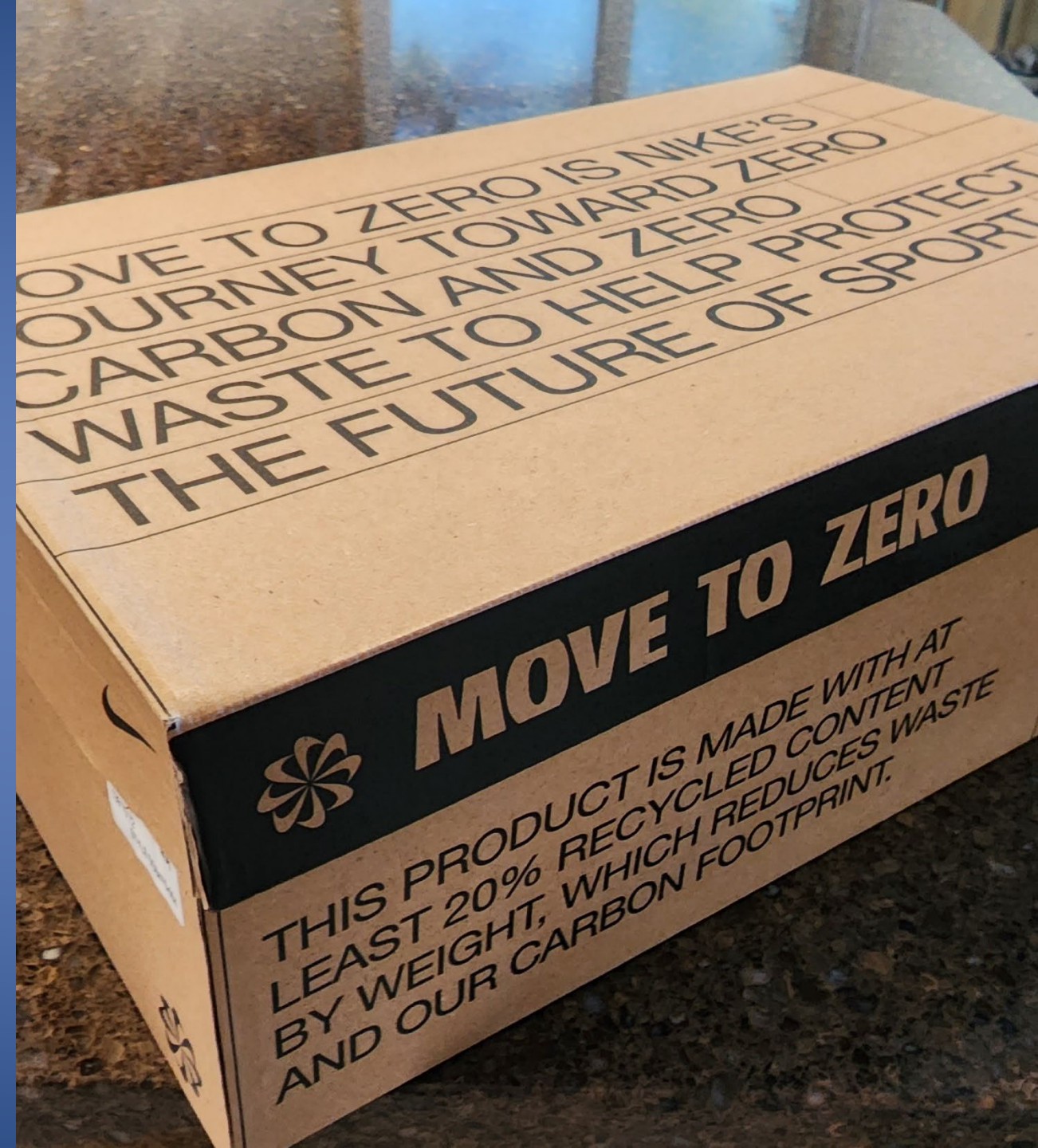
- Surveillance & compliance

Loss & Fraud Detection

EVERYANGLE
VISION INTELLIGENCE

Sustainability

- Responding to market demands

- Consistent with Brand goals

- Save operating costs
  - Reduce inventory levels
  - Decrease waste
  - Reduce utility consumption
  - Support hybrid work
  - Fewer truck rolls

Cisco Retail (https://cs.co/PortfolioExplorer)

Customer journey
Mobile engagement
Digital displays and labels
Intelligent contact center
Customer experience management

Associate experience
Assisted selling
Associate engagement
Mobile POS and line busting
Flexible fulfillment

Physical and cyber security
Safety and surveillance
Loss prevention and fraud detection
Secure connectivity and optimization
Threat defense

Intelligent operations
Wireless and video analytics
Digital experience management
Enabling secure hybrid cloud
Equipment monitoring
Smart and sustainable facilities

Distribution and fulfillment
Occupational safety
Distribution automation
Order fulfillment

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