

## Omni-Channel Commerce



Experiential Commerce	Commerce Services	Digital Content Management	Cashierless Checkout	Headless Commerce	Next-Gen Payments
Intelligent Order Fulfillment & Returns	Omni-channel Order Orchestration & Fulfillment	On-demand supply chain/Product-customization-as-a-Service (PCaaS)	Real-Time Inventory Management		
Augmented & Virtual Experience	Virtual & Augmented Engagement	Digitally Connected Product Experiences	Augmented & Virtual Product Discovery	Livestreaming product discovery and purchase	
Last mile operations execution	Click and Collect Optimization	Last-Mile Same-Day Delivery Optimization	Fulfill-from-Store Space and Packaging Optimization	Inventory Locating	

## Curated Merchandise Life-Cycle Management



Intelligent Product Design	3D Product Design & Review	Crowdsourced Ideation & Innovation	Sustainable Product Lifecycle Design		
Curated Product Assortment & Positioning	Assortment Optimization	Sentiment Analysis	Dynamic Pricing	Life-Cycle Pricing Optimization	Collaborative Analytic Merchandising & Marketing s
Product Innovation	B2B Networks / Marketplaces	Digital Product Life-Cycle Management	Global Product Compliance Management	Fulfillment-as-a-Product	

## Omni-Experience Customer Engagement



Next-Gen Customer Care	Optimized Customer Relationship / Loyalty Management	Omni-Channel Customer Support	Social Marketing		
Customer Experience Analytics	360° Connected Customer Data Management	Customer Experience & Behavior Analytics	Digital Content Optimization	Customer Experience Process Management	Intelligent Marketing Analytics for Measurement and Insight
Hyper Personalized Engagement	Contextualized Marketing	Optimized Promotion Development & Distribution	Omni-Channel Marketing & Advertising		

## Digital Supply Chain Optimization



Supply Network Optimization	Dynamic Supply Network Management	Supply Forecasting & Planning	Collaborative product design and duty forecast simulation	On-demand supply chain/PCaaS	
Optimized Fulfillment Operations	Predictive Network Inventory Orchestration	Advanced Tech Augmented Work	Optimized Operations	Advanced Enterprise Reverse Logistics Execution	
Supply Chain Accountability	Traceability	Smart Financial Supply Chain	Supply Chain Safety and Compliance	Sustainability Reporting/Marketing	

## Operational Scale & Agility



Mobile Enterprise	Mobile Inventory Information Management	Mobile Task Management	Mobile Customer Engagement	Mobile Commerce	
Connected Workforce	Digitized Workforce Management	Empowered Worker	Augmented Knowledge Worker	Robotic Workforce	Digital Sales Training and Execution
Secure Omni-Channel Operations	Fraud Management	Next-Gen Digital Security	Next-Gen Loss Prevention	Buy Now Pay Later	
Profitability Optimization	Sustainable Environment Optimization	Asset Management	Physical Safety and Risk Management	Venue Portfolio Management	Revenue and Margin Performance Audit Analytics

Touchless IT Operations	Process Optimization	Connectivity Infrastructure	Digital Transformation and Modernization Services		
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# Experiential Retail Digital Roadmap

