



Store-in-a-Box

Improved Reliability and Faster
Time-to-Market of In-Store Technologies



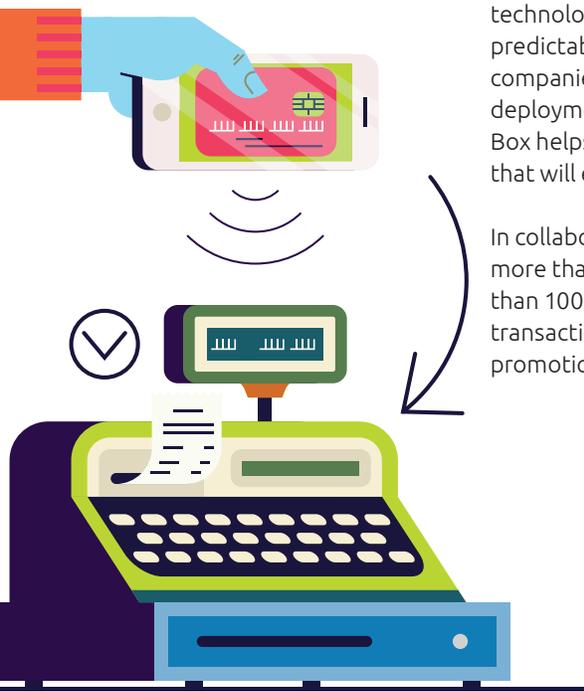
As retailers look to grow in new markets, the ability to accelerate store expansions in a consistent fashion across regions and cultures while being responsive to local market needs will be critical for success. Consumers expect a more engaging in-store experience; this notion will continue to drive retailers to keep one step ahead with digital innovations and services.

To capitalize on positive market trends, brands will need to ensure a highly reliable in-store technology experience that is seamless across channels to differentiate. For hyper-connected consumers, who expect to get what they want, when and where they want, each interaction has the potential to build (or bust) brand affinity; the reliability of technology touchpoints is key, especially with regards to payment or order management systems. Best serving these consumers will require retailers to have a real-time view of their store operations with the necessary integration with back-office systems to deliver on their promises.

Store-in-a-Box

Capgemini's unique Store-in-a-Box offering helps retailers gain the agility required to quickly implement new in-store features and technology, integrated across channels, while maintaining the reliability needed to run store operations. This robust, turnkey solution improves the efficiency, availability and reliability of the entire store technology stack and helps store systems 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 the deployment of a workaround. With the customer experience at the center, Store-in-a-Box helps retailers to build, deploy and maintain smart digital solutions and platforms that will empower managers and store associates to best serve their customers.

In collaboration with leading retailers, Capgemini has deployed Store-in-a-Box at more than 10,000 stores or restaurants in 80 countries and provides services for more than 100,000 stores in over 120 countries. Additionally, our teams support complex transactions for over 14 billion orders per year with 10 million product, price and promotion changes that are pushed cross-channel in 22 countries.



The solution can be tailored to the unique needs of a company and its specific industry segment. Case in point: Two of the largest, global restaurant chains and other general merchandise, electronics and fashion retailers have made significant gains with Store-in-a-Box deployments*, 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 (TCO) 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 YOY due to rigorous, proactive problem management
- More integrated and proactive services delivered for the store through a ServiceNow platform
- Improved store associate satisfaction with in-store technology

Capgemini's Store-in-a-Box enables retailers to seamlessly and reliably introduce and maintain new in-store technology across regions, resulting in greater agility, improved store operations and profitability, and increased customer and staff satisfaction.

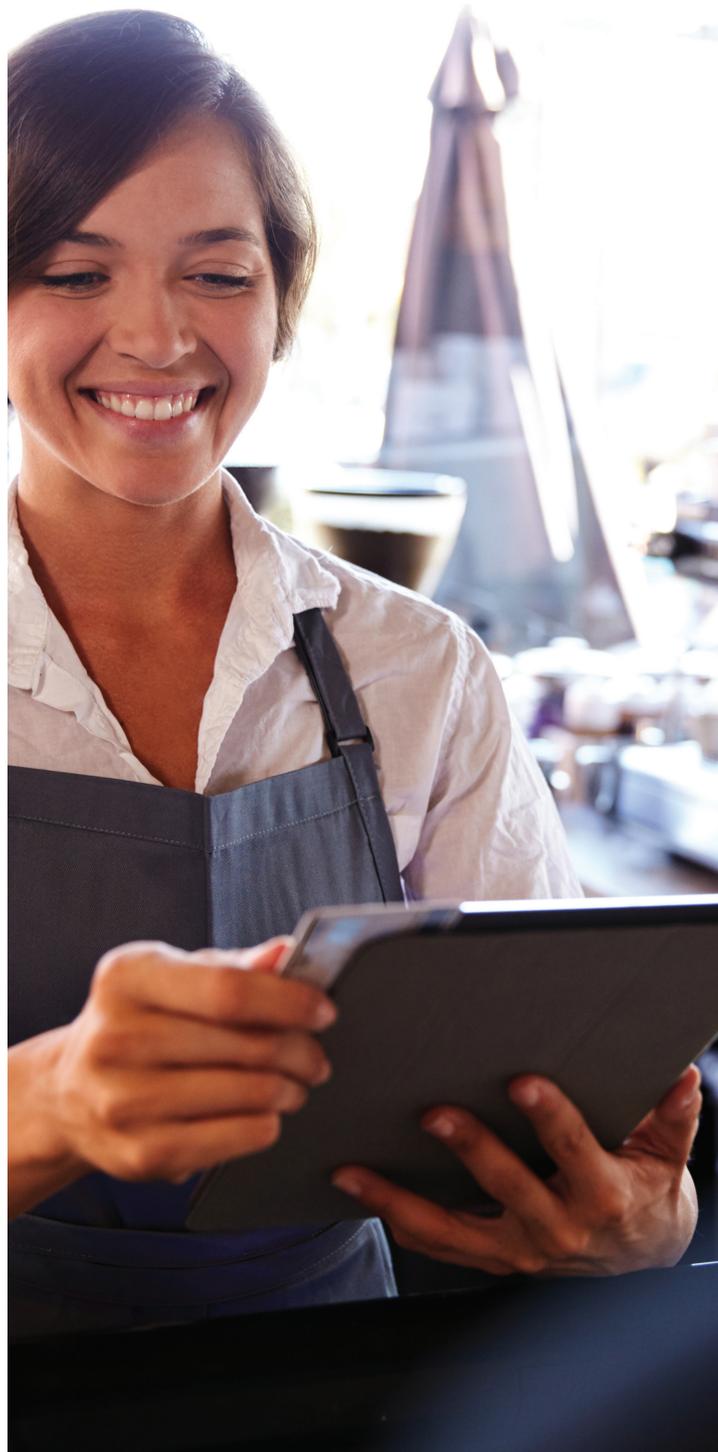
Technologies

- POS (Platform, Mobile)
- Mobile Wallet
- Mobile Apps
- Drive-Thru
- In-Store Kiosk
- Tablet Ordering
- e-Commerce
- Product, Pricing & Promotions Platform
- Home Delivery
- Store Ops
- Labor Scheduling
- Inventory Management
- Core Store Technology Platform & Devices

Services

- Store Service Desk
- Integrated Support Model
- Store Data Assurance
- Technology Operations Management
- Integrated Store System Testing (Corporate, Market, Store Level)
- Hardware Certification and Retail Technology Platform
- Store Application Management
- Store Application Support
- Store Field Services

*Actual results may vary depending on project scope and requirements.





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 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion (about \$14.4 billion USD at 2017 average rate).

Learn more about us at

www.capgemini.com

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People matter, results count.

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