# Modernize Retail Operations and Create The Modern Store

According to McKinsey, there's been **more change in retail in the last 5 years than the last 50**,* with retailers working to accommodate rising shopper expectations for convenience, fulfillment and a frictionless experience.

Though the list keeps shifting and growing, **there are three challenges that remain constant**:

*Source: McKinsey & Company March 2022

### Ongoing Labor Issues
There are **70%** more jobs open and **10%** fewer people looking for work

Source: "Retailers are Bracing for a Holiday Worker Shortage—and Shoppers Should Be, Too." Dallas News, August 2, 2021.

### Operational Complexity
**85%** of decision-maker of fulfillment options are increasing the speed and convenience of fulfillment options
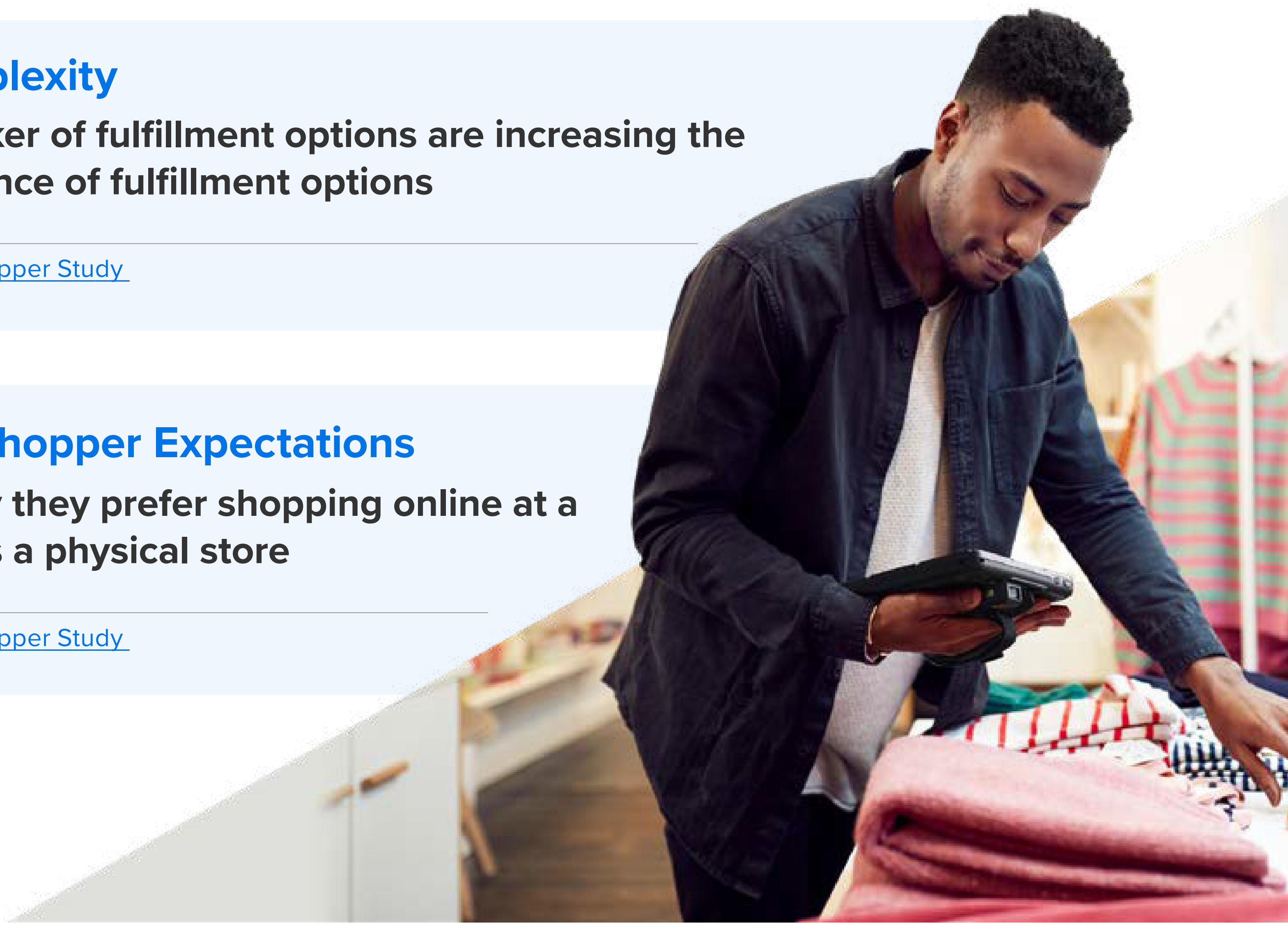
Source: 15th Annual Global Shopper Study

### Rapidly Shifting Shopper Expectations
**70%** of shoppers say they prefer shopping online at a retailer who also has a physical store

Source: 15th Annual Global Shopper Study

Modernizing your store operations is essential to meeting these challenges head on and providing customers with a seamless retail experience.

With intelligent retail solutions, you can simplify operations by **engaging associates**, **optimizing inventory**, and **elevating the customer experience**:

## Engage Associates

**Optimize Workforce Management**
Reduce store labor spend by **5%**

**Streamline Task Management**
Achieve **95%** on-time task completion

**Simplify Communication and Collaboration**
Reduce employee turnover by **8%**

**Use Intelligent Retail Solutions:**
- Task Management
- Workforce Management
- Real-Time Communication

## Optimize Inventory

**Improve On-Shelf Availability**
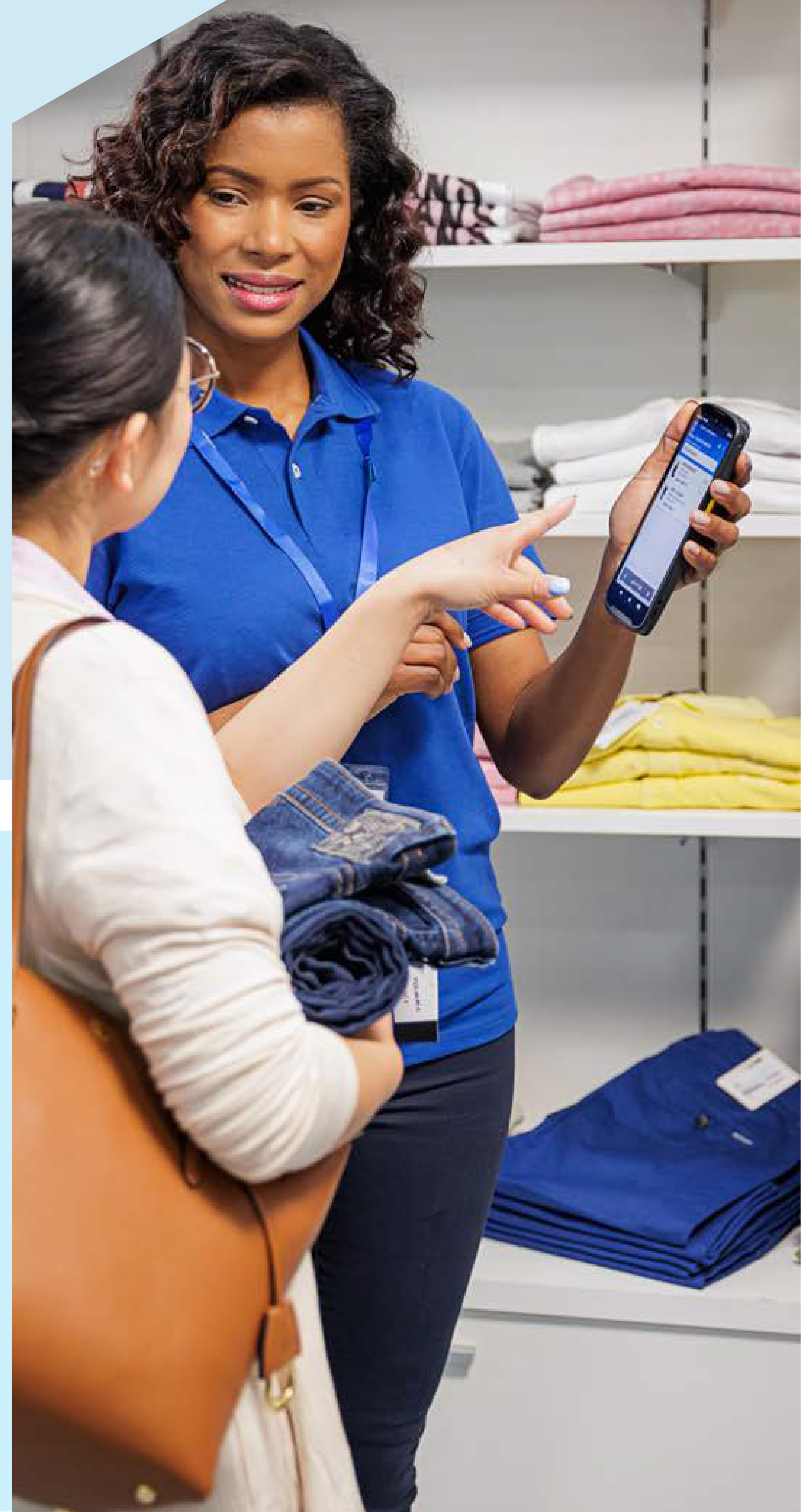Achieve **98%** inventory visibility

**Modernize In-Store Fulfillment**
Easily locate **90%** of products

**Minimize Theft and Loss**
Reduce product waste shrink by **27%**

**Use Intelligent Retail Solutions:**
- Inventory Management
- Task Management
- Real-Time Communication
- AI-Powered Analytics

## Elevate Customer Experience

**Enhance Checkout Experience**
Reduce customer wait times by **23%**

**Improve In-Store Service**
Increase transaction value by **25%**

**Use Intelligent Retail Solutions:**
- Workforce Management
- Real-Time Communication

*Actual performance may vary depending on, among other things, store environment, product mix and process adherence.*

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