Future Stores
Technology Landscape

aspire SYSTEMS
attention. always.

POS (DESKTOP, MOBILE & CLOUD)

Smartphone & tablet-based mobile POS terminals will handle

20%

of all retail transaction value worldwide by 2021 (Juniper Research, 2016)

- Oracle Xstore POS
- Lightspeed
- PRIOS
- eposnow

INVENTORY MANAGEMENT

- JDA Retail Planning
- JDA Enterprise Planning
- JDA Category Management
- JDA Demand Forecasting
- Oracle Retail Planning
- Oracle Store Inventory Management

80% Customers want same-day shipping

82% want to be able to buy online and pick up in-store

(Temando survey, 2016)

STORE ASSOCIATE TOOLS

- PRIOS
- Tulip Retail
- Point Inside
- Honeywell Sledge
- Oracle Xstore POS, Mobile and Tablet POS

84% **Consumers** choose to interact with **Store Associates** when in-store (Salesfloor study)

CUSTOMER ENGAGEMENT

50% Retailers still lack customer identifying technology within the store (2016 Digital Commerce Benchmark Survey)

- Estimote
- Kontakt.io
- PRIOS
- Radius Networks

OMNICHANNEL ENGAGEMENT

- PRIOS
- Oracle Retail Order Management
- Oracle Retail Customer Engagement
- Oracle Cloud Commerce/ATG/OCP

Cross-channel sales will become the new omni-channel king, with a predicted **$1.8 trillion haul** (Forrester Research)

CUSTOMER RELATIONSHIP MANAGEMENT

75% Consumers are more likely to buy from a retailer that recognizes them by name, recommends options based on past purchases, or knows their purchase history (Accenture Report, 2016)

- PRIOS
- Oracle Sales Cloud
- Oracle Service Cloud
- Oracle Social Cloud
- Oracle bluekai
- Oracle maxymiser
- Oracle responsys
- Oracle Retail Customer Engagement

ECOMMERCE PLATFORMS

About 71% Consumers are shopping online to find the best price, commonly referred as "showrooming" (checking your smartphone for the best price when in a brick and mortar store), and "webrooming" (comparing multiple e-commerce stores to find the lowest price)

71%

- Salesforce Commerce Cloud (Demandware)
- Magento
- Oracle Commerce Cloud / Oracle Cloud Platform
- Mozu
- Oracle ATG

RETAIL ANALYTICS & BIG DATA

Only 50% Retailers utilise customer data to offer suggested selling based on previous purchases (2016 Digital Commerce Benchmark Survey)

- Microstrategy
- Microsoft
- Qlik View
- Tableau
- Hortonworks
- Cloudera
- MS Cortana Analytics Suite

MOBILE PAYMENT SOLUTIONS

- Apple Pay
- Google Wallet
- Visa
- Mastercard
- Paytm
- Piingle
- Tonetag
- Card.io

By 2020 mobile payments will account for **$503 billion in sales** (Business Insider)