



## IoT Segment Smart Retail Operations

Cognizant is a Fortune-200 company, with annual revenues of \$20 Bn, headquartered in the US and offices globally located.

At Cognizant, we help businesses modernize quickly to anticipate customer and market demands and act instantaneously.

By connecting spaces, products, industrial manufacturing and modern mobility, our engineers provide IoT platforms to help you re-invent your operations, build innovative experiences and create your next-generation products.

### Business Challenge

Some of the issues faced by the retailer included cost of truck rolls, non optimal operations, disruptions during store hours due to equipment failure, reduced customer satisfaction.

### Solution

Client and Cognizant worked together to identify root causes and potential areas to help address the issues.

Issues were due to simple / mundane equipment, not connected to the network, but required manual intervention (Printers, Weighing Scales, PoS Terminals).

Actions were taken to create an overarching Enterprise IoT Platform, integrations to ERP, Single Pane of Glass.

Equipment were retrofitted with wi-fi plugs to create a local network to enable control of equipment for power cycle management.

### Impact

The ROI for the store operations was achieved in the first 2 years of rolling out the solution.

roadmap of this now extends beyond to include other aspects like refrigeration, energy, security, etc.



Client

One of the largest Retailers in the industry with more than 2,700 stores nationwide generating revenues of upwards of \$70 Bn annually

They operate nationally with their own brands for food and beverages, in-store pharma and gas stations

