

RETAIL 5.0

Retail in a Box

Retail Simplified, Technology Amplified



Integrated view of my store health & devices and meaningful insights to take right decisions

Multi modal service desk that understand the language of retail

Integrated Retail Support operations across applications & Infrastructure

Manage Store Lifecycle as a Service (SLaaS)

Transform your operation using our retail innovation toolkit

Centralized control on Global Field Service Operations



What is Retail in a Box

Retail in a Box is a suite of IT Ops services and modular technology offerings designed to transform the retail value chain. Easily integrated and customized to align with customer needs, it streamlines operations, enhances efficiency, and drives revenue growth. Scalable and adaptable, it supports all IT stakeholders—store operators, supply chain managers, merchandisers, and marketers—delivering seamless, end-to-end solutions for businesses of any size while enabling exceptional customer experiences.

Retail IT Governance

01 | **Service Desk**
IT Service Desk Customer Care

02 | **Retail Command Center**
Monitoring cockpit Dispatch Control Retail Premium Care

09 | **Office Of AI**

03 |
Retail Operations

04 |
Retail Applications

05 |
Store Services
Dispatch (FSO) Depot (FSL)

06 |
E-Commerce in a Box

AI / ML

Robotics

AR/VR

Gen AI

07 | **Store Services**
NSO Closure Relocation Upgrade Re-Open

08 | **Store Transformation Management**
In Store transformation | Retail IoT | Security Transformation | Omni channel Enablement

Virtual Assistants /Self Help

Apparel & Footwear • QSR • Grocery & Essentials • Hardware & Utilities • E-commerce ...

Retail Service Desk



Omnichannel Access



Multi-hub, Multilingual Global Service Desk

- A dedicated Express Lane Service for your retail operation
- Globally aligned to provide 24*7 services with global standards

Persona based Service

- Designed for Personalized Services to Stores, Brands, Key profiles etc.
- Armed with differentiating traits , specific needs and Store IT Inventory details for immediate and accurate trouble shooting

Enhancing User Experience

- Leveraging HCL's AI /ML enabled NLP Platform Ò LUCYÓ to provide enhanced and consistent user experience
- Voice Sentiment Analytics to measure and enhance user experience

Retail IT Service Desk

- Store Service Desk
- Distribution Center Service Desk
- Ecommerce Service Desk
- Retail Back Office Service Desk

Customer Care

- Order Management
- Product Queries
- Warranty & Complaints
- Loyalty

Retail Systems (Applications) Support

Merchandising

PD & D

Channel Ops

Supply Chain

Sales

End to end services
for complete retail
applications ecosystem

Automation focused
applications support

Blend of **retail Domain**
and technology expertise
in the team

Pre-Built Dashboards for
monitoring & service
reporting

Business Outcome Driven

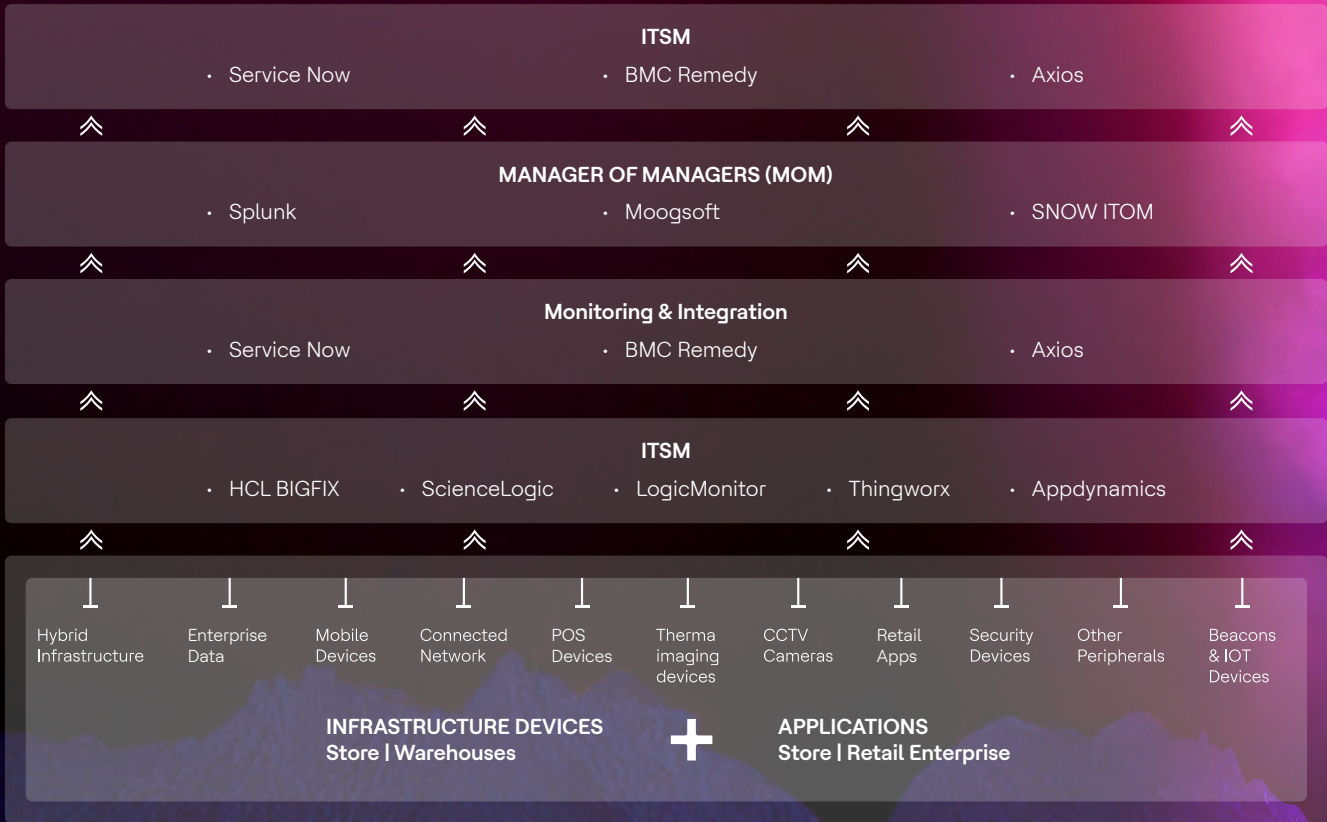
HCL's DRYiCE AI
Foundation, with 400+
prebuilt Retail use cases

Retail Command Center



Retail Monitoring Cockpit & Analytics

Designed to simplify & the monitoring of your retail infrastructure & applications from a single, simple consolidate dashboard view using preconfigured, out-of-the-box, cost effective monitoring components for a real-time, intelligent decisions.





Dispatch command center

Central orchestrator with End-to-end ownership for Managing dispatch service

Asset Management Component Serialization & Asset maintenance at FSL	Remote Troubleshooting	Transportation Mgmt.
Schedule store visit Coordinate with Dispatch partner, Technician and Store	Vendor Follow up Ownership till resolved	Uberization Process for SAP Enhancements
Dispatch Dashboard Real time dispatch service visibility from single console	Dispatch Academy Efficient Technician Onboarding	Click-2-Connect Intuitive App to easy consumption of Tech. services

Retail Support & Operations

Retail Operations Support

- 30+ years of exp. Retail Applications, Infrastructure, Warehouse, Distribution Center
- Global reach of HCL ecosystem
- Partnership with Global OEM

CyberSecurity & Risk Mgmt.

- HCL's PCI driven POS security, Endpoint security solutions, IAM, Brand protection Services and its partnership with global leader.

Mobile Workforce Mgmt.

- Click to Connect solution for on the GO uber like field operations support & mobile workforce Mgmt.

Store, Warehouse & Distribution Center Network

- SD WAN & Cloud Based WWAN solutions to transform network experience while reducing overall TCO

Patching & IT Compliance

- HCL's BIGFIX is an Industry leading software implemented across global retailers for patching of store devices even in remote locations with low bandwidth

Customer Support & Regulatory Compliance

- HCL's DPO (Digital Process Operations) ensures seamless customer support across product lifecycle & compliance to local/regulatory requirements e.g. Warranty, across geographies

Build your Own Box

With Retail in a Box, enjoy modular pricing tailored to your needs. Choose services from our capability catalog, customize them to fit your requirements, select a preferred pricing model, and pick contractual terms that align with your strategic goals.

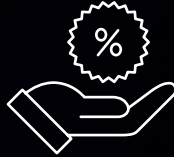


1 Pick services from the catalog

Pick you service from RiB capability Catalogue

Customize services based on your requirement

Define SLAÖs and KPIÖs



2 Pick your preferred pricing model

Fixed Price /
Fixed Capacity /
T&M /
Outcome based

Per Store /
Per Transaction /
Per Geo /
Store Area wise

As a Service /
As a Product /
Pay As You Go /
Hybrid



3 Contract on a suitable Deal Economics

36 Month /
48 Month /
60 Month /
84 Month

OPEX upon
CAPEX /
Sign-up discounts
/ Prebate

Defer payments /
Upfront purchase
consideration
(cash)

HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 218,000 people across 59 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2024 totaled \$13.7 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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