



# Store Management – Driving efficiency across day-to-day store operations

Cognizant’s Store Management solution improves day-to-day operations by increasing business observability and predictability while empowering employees to make informed decisions in field services.

Our Store Management solution effectively manages daily store operations to minimize costs and streamline processes.



<p><b>E-IoT observability platform</b></p> <p>Provides real-time insights into various store functions, including inventory levels and energy consumption, giving store managers a comprehensive view of operations.</p>	<p><b>STOREnext</b></p> <p>A comprehensive mobile based solution as a central hub for store management, featuring task assignments, employee scheduling, and real-time communication. It enables store managers to assign tasks, monitor progress, and maintain smooth operations.</p>	<p><b>Store control plane</b></p> <p>Offers a single-pane view, enhancing transparency and traceability of key metrics, outcomes, and issues, which are proactively measured and reported.</p>	<p><b>Cognizant SPYDER</b></p> <p>GenAI bot to enhance field services through two components: a GenAI-powered service desk and field service tools for remote troubleshooting. Delivers faster response times, improved decision-making, and increased technician productivity.</p>
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Cognizant’s Store Management solution helps retailers enhance their store operations by optimizing various processes. This includes a global retail service desk as the central hub for store associates to report issues and seek assistance, offering 24x7x365 coverage, retail app and infrastructure support, as well as field and depot services. These improvements lead to streamlined dispatching, better interactions among store associates, and the implementation of self-healing operations, ensuring peak efficiency

The solution leverages Cognizant Neuro® IT Ops, which includes GenAI-based intuitive tools for predictive and self-healing store operations. This technology automates routine tasks, enhances inventory management, and improves customer service interactions, ultimately boosting overall retail performance.

Cognizant’s global partner ecosystem equips field service technicians with extensive experience in supporting retail devices, such as POS systems, payment terminals, handheld scanners, tablets, receipt printers, and servers. Our geographically distributed dispatch technicians are located close to client sites, ensuring efficient service.

## Key benefits



### Reduce expenses by up to 40%

Enable predictive and self-healing operations to proactively address asset issues and ensure operational efficiency



### Support 4X-8X higher volumes

Scaling operations for to handle large-scale seasonal events or unforeseen outages.



### Reduce truck rolls by ~10%

Using remote diagnostics, virtual assistance, and predictive maintenance