

Streamlining store operations for maximum impact



Why is now the right time to invest in store operations management?

How much does downtime cost enterprises per hour?¹

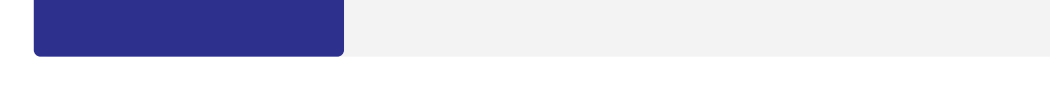
Over **\$300K** for **93%** of enterprises



Over **\$1M** for **48%** of enterprises



Over **\$5M** for **23%** of enterprises



Only **17%** of retail managers feel their stores' hourly associates are very motivated and engaged, leading to at least **5%** turnover rate in staff in an average 3-month period.²

80% of all U.S. retail purchases take place in brick-and-mortar stores, and **24%** of adults are less likely to purchase online from a business that doesn't also have a storefront.³



Cognizant® Stores 360 Store management made simple.



Scalability

Seamless operations

Cost efficiency

Customer satisfaction

Cognizant Stores 360 leverages our industry expertise and strategic partnerships to provide a robust portfolio of tools and accelerators that ensure seamless operations, helping to accelerate store launches, minimize operating expenses and guarantee asset uptime.

Our offering includes three sub-offerings:



New store opening, build and launch

Helps retailers execute the entire gamut of operations while rapidly launching and optimizing stores, reducing the time to launch new stores by up to 20%.

Store operations management

Enhances daily store operations by providing real-time insights, effective task management, and a comprehensive view of key metrics, reducing operating costs by up to 40%.



Store asset management

Enables comprehensive lifecycle management of store IT assets, powered by our E-IoT observability platform and our partnership with platforms such as ServiceNow, guaranteeing a 98% uptime for all store assets.

Our offering partners

Cognizant Stores 360 delivers a comprehensive, end-to-end solution roadmap to maximize your business value. We partner with your company to assess your current capabilities and define the most suitable solutions roadmap for your needs. We can leverage ServiceNow, custom solutions and other platforms to enhance your existing system and integrate new components to drive optimal value for your business.

The results speak for themselves



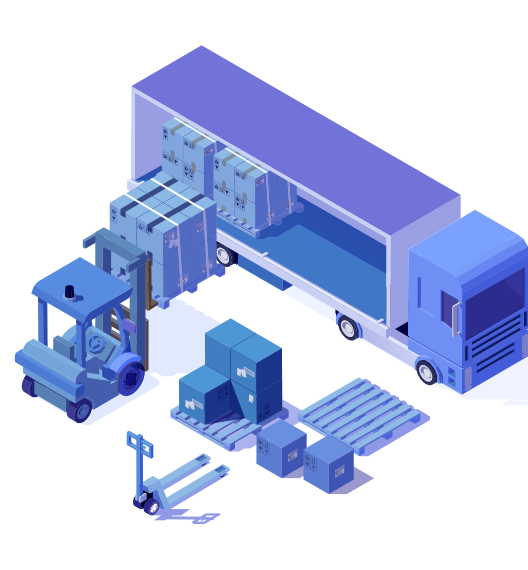
Happier customers:

Enhance retail operations from start to finish, leading to a 40% higher customer engagement



Scaled operations:

Support 4X-8X higher volumes to handle largescale seasonal events or unforeseen outages



Reduced truck rolls:

Reduce truck rolls by 10% using remote diagnostics, virtual assistance, and predictive maintenance

Our offering in action

Want to learn how we helped a multinational retailer open 200+ new stores in an 18-month period, while reducing service call times by 50% and improving POS uptime by 80%?

[Contact us today](#) or visit our website: [Retail Digital Transformation | Cognizant to Stores 360.](#)

Sources

- # The Cost of Downtime: Outages, Brownouts & Your Bottom Line
- # WorkJam Study Finds Low Employee Engagement and Poor
- # Capital One Shopping: Retail Statistics