

# Retail Consulting Services



The retail industry is evolving at a frantic pace, driven by accelerating consumer expectations, rapid advancements in technology innovations and a hyper-competitive marketplace. With retail store closures and bankruptcies reported nearly every week, retailers that survive will be those that adapt and transform their business and operations to meet the retail reality of today, and the future.

## Convergence of Physical and Digital Retail

The growth of online and mobile commerce has given consumers the ability to shop, buy, fulfill and return wherever and whenever they want. This dynamic customer journey has created the need for retailers to converge, or unify, their physical and digital operations and systems to deliver the seamless experience that customers now expect. The physical and digital convergence has created the need for a unified commerce platform; in fact, 86% of retailers indicate they have or plan to implement a unified commerce platform by mid-2021.

## enVista Retail Consulting Expertise

We have nearly 20 years of retail consulting and solutions delivery expertise in helping the world's leading omni-channel organizations unify commerce and transform their business to optimize the customer experience. Our consulting team has deep retail knowledge and experience working for retail organizations prior to becoming consultants. We leverage best practices from our projects and experience to maximize the success and value of your projects.

## Consult – Implement – Operate (CIO) Approach

enVista's approach to consulting starts with understanding your environment and challenges to help guide your strategy and roadmap for success. Once you have selected the right solutions for your situation, our team is ready to successfully implement your technology based on best practice processes to reduce project timeframes and maximize value. After your solutions are up and

running, we offer training, change management and ongoing maintenance and support services.

## enABLE Implementation Methodology

Our enABLE implementation methodology is a four-step approach of assess, build, learn and execute assures successful and rapid project implementations.

Assess	Build	Learn	Execute
			
<ul style="list-style-type: none"><li>• Project Planning</li><li>• Requirements Definition</li><li>• Branding</li><li>• Simplicity/Usability</li><li>• Content</li><li>• Analytics</li></ul>	<ul style="list-style-type: none"><li>• Setup &amp; Configuration</li><li>• Functional Design</li><li>• Technical Design</li><li>• Integration</li><li>• Enhancement Development</li><li>• Proof of Concept</li></ul>	<ul style="list-style-type: none"><li>• Security</li><li>• Data Migration &amp; Refresh</li><li>• Integrated Model Test</li><li>• Training Development</li><li>• User Acceptance Training</li><li>• End User Training</li></ul>	<ul style="list-style-type: none"><li>• Cutover Planning</li><li>• System Test</li><li>• Go Live</li><li>• Support</li></ul>

## Retail Consulting Practice Areas

enVista's retail consulting practice areas span both digital and physical commerce with end-to-end services to enable enterprise commerce – from supply chain to the customer experience. Our consulting services include the following practice areas:

### Unified Commerce

- Order Management Systems (OMS)
- Merchandising (inventory management, planning, forecasting, allocation, replenishment, etc.)
- Point of Sale (POS)
- Customer Engagement
- Product Lifecycle Management
- Digital Commerce
- Customer Relationship Management (CRM)
- Business Intelligence (BI)
- Artificial Intelligence (AI)/ Machine Learning (ML)

### Supply Chain

- Supply Chain Operations
- Transportation Management
- Operations Management
- ERP Systems
- IT Systems

# Benefits of enVista Retail Consulting Services

## Strategy First Approach

enVista's strategy first approach ensures that your decisions are aligned with your mission and projects are designed and executed properly.

## Leverage Best Practices

Optimize your systems and processes based on best practice identified from many successful implementations at leading retail companies.

## Accelerate Implementations

Leveraging enVista's enABLE Implementation Methodology, projects are designed to meet your objectives and timelines.

## Unified Commerce Perspective

enVista's focus on unified commerce and the convergence of digital and physical commerce helps retailers achieve a seamless customer experience.

## Unifying Commerce for the World's Leading Brands

enVista has helped hundreds of retail companies improve their processes, including the following:



Consulting and solutions delivery is in our DNA.  
Let's have a conversation.™

info@envistacorp.com | 877.684.7700 | envistacorp.com

