



Welcome

One Consulting Firm

Consulting Led Performance
Improvement

One Consulting Firm



LEARNING TOGETHER TO MANAGE
IN COVID-19 TIMES

WORKSHOP

**STRATEGIC WORKSHOP ON
DIGITIZING YOUR OPERATIONS-
CREATING EXPONENTIAL VALUE**

Retail, Fashion and Consumer Goods

YOUR QUESTIONS

- What are the Possibilities of Digitization?
- How to play the Catch-Up game with Technology?
- How to create Experiential Value ?

WHAT IS DIGITALIZATION



AUTOMATED



CONNECTED



REAL TIME



INTELLIGENT



DIGITAL
CHANNEL

Real time and flawless ability to connect people, devices, and physical objects anywhere

DOES THIS RING A BELL?



- Ops, I have an **Overstock situation** in Haryana and **Out of stock** in Mumbai for same SKU
- I wish I could have sold at a **Lower Discount**
- **Speed Wins**. We could have rocked if our **New Product** had arrived 20 days earlier

DOES THIS RING A BELL?



- There is so much **Gap** between my Sale and Supply Chain teams
- Absence of **Single version of Truth** is so frustrating
- I don't have **Visibility** of when is the stock likely to arrive in the warehouse

OR THIS ONE?



-
- Our customers **Know Better** than our Sales Force
 - I know my top Customers, but I am not able to **Personalize** for them

So What are the Possibilities Through Digitization

REIMAGINE CUSTOMER EXPERIENCE

1

Enhanced Shopper Experience

- Customer engagement through digital tools
- Endless Aisles
- Unified Commerce Platform (Kiosk, PoS, E-commerce etc)
- Empower sales team

2

Omni Channel Presence

- Seamless experience
- Click and collect and pick up returns from home
- Reimagine your business : e.g. Direct to Consumer business

3

Personalized Proposition

- Video analytics can help digitize the entire journey in store
- Personalize and contextualize
- Link customers with assortment- where, how, what

REIMAGINE SUPPLY CHAIN

1

Seamless Connectivity

- Real time enterprise wide visibility
- Agile and responsive supply chain
- Seamless planning and execution

2

Smarter Supply Chain

- Intelligent fulfilment and replenishment
- Dynamic order orchestration
- Tracking RFID and IoT

3

Accurate Forecasts

- One number (of forecast) driving the organization
- Forecast at the most granular level
- Include causal factors

REIMAGINE BUYING & MERCHANDISING

1

Intelligent Pricing

- Dynamic and 360-degree pricing
- Optimize markdowns
- Personalize promotions

2

Customized Assortment

- Customize as per location, customer and channel
- Optimize margins based on customer understanding

3

Synchronized Supply Chain & Sales

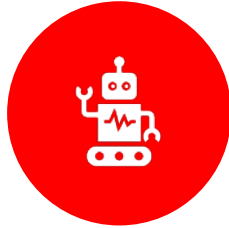
- Better visibility of inventory ensures optimized allocation and replenishment
- Link with space plans in the stores
- Smart procurement

Catch up Game on Technology

TECHNOLOGY SOME QUESTIONS

- Which technologies are established ones? Which one are the emerging ones to watch out for?
- How can you stay at the top of technology curve? It's always a catch-up game that retailers are playing
- What is the role of robots in stores? Can they improve service at lesser cost?
- Is any technology available for contactless store operations?

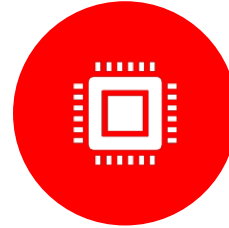
TECHNOLOGY



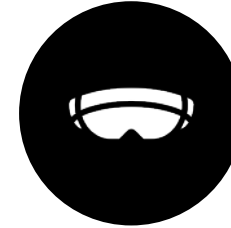
AI/Data science



Big data



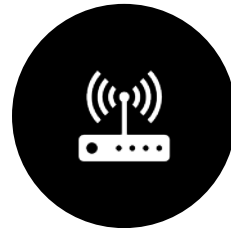
Blockchain



Immersive technology
AR/VR



Robots



IoT

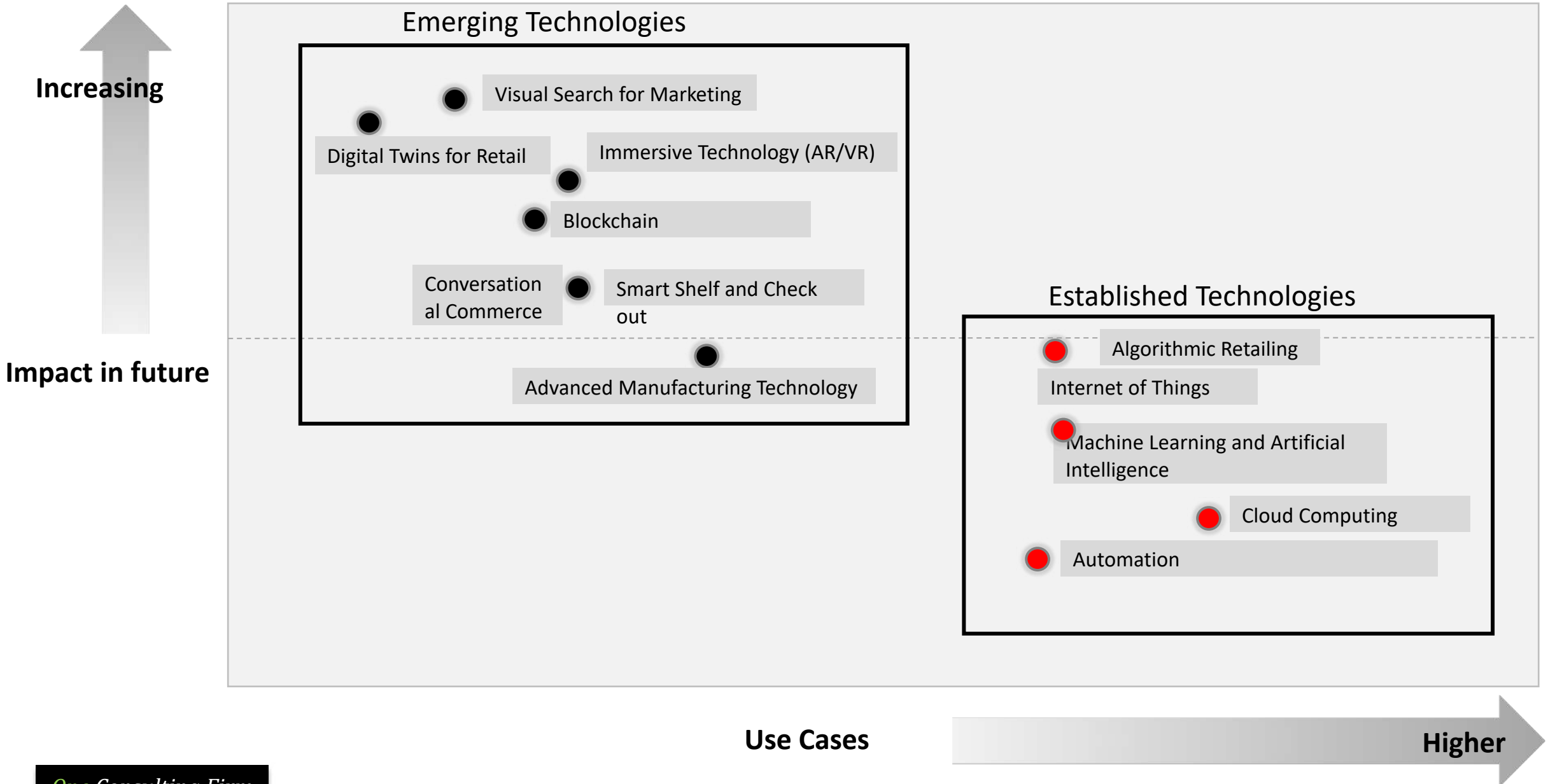


Advance Manufacturing
/3D printing



Cloud computing

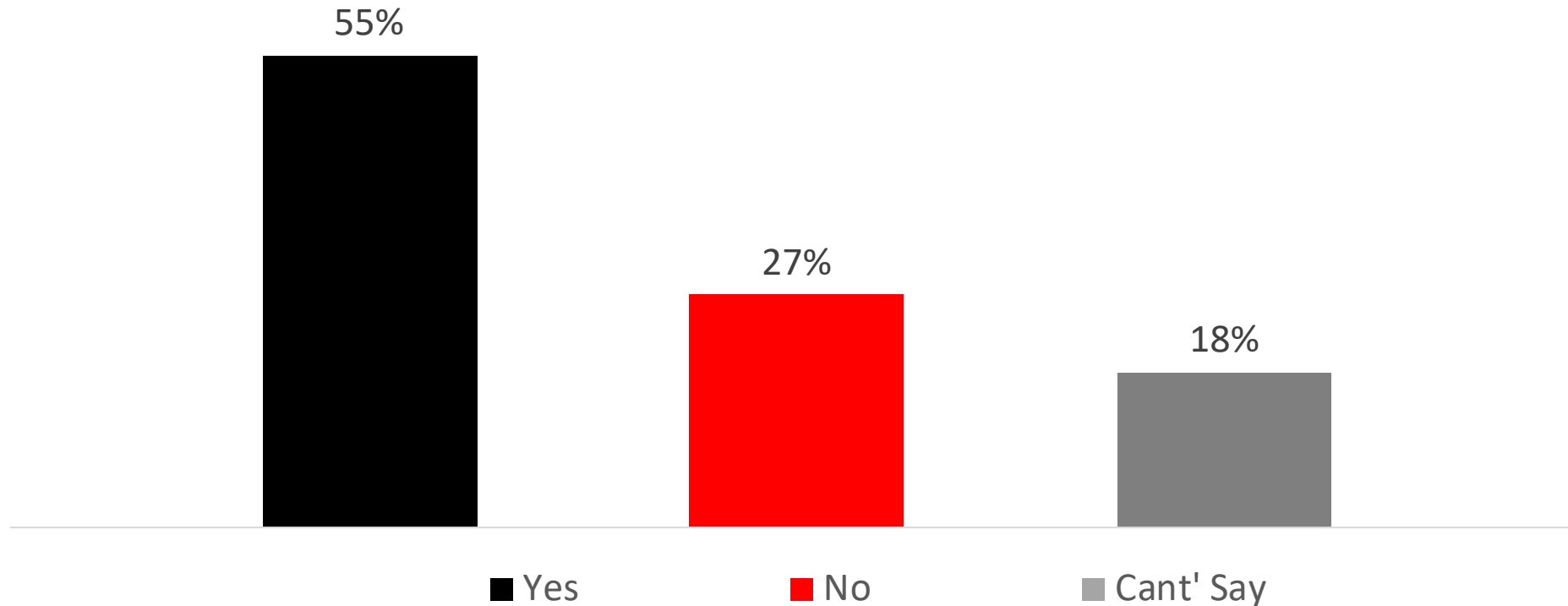
TECHNOLOGY



How to Create Exponential Value Through Digitization

CREATING EXPONENTIAL VALUE

In your experience, has digital transformation delivered the desired results?

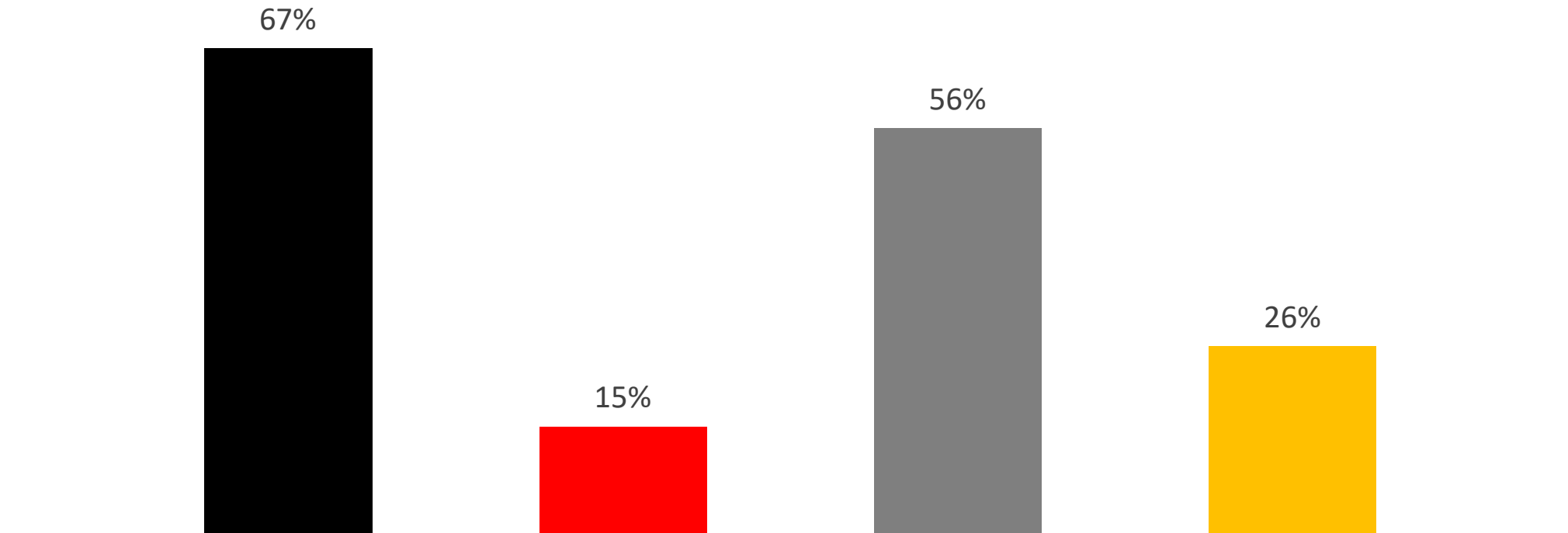


Source :One Consulting Survey of Senior Respondents – only one response allowed

CREATING EXPONENTIAL VALUE

What are the main reasons of digital transformation failing?

■ Collaboration among cross functions ■ Business case ■ Change Mgmt. ■ Top Mgmt. Commitment



Source :One Consulting Survey of Senior Respondents – Multiple responses are allowed

TRANSFORMATION APPROACH



A structured approach is suggested for success

TOOLS FOR SUCCESS

- Tool #1 : ALIGN technology with Business not the other way
- Tool #2 : Create a holistic Roadmap rather than a patchwork
- Tool #3 : Identify your BIG BETS or you will get thinly spread

TOOLS FOR SUCCESS

- Tool #4 : Change begins at the top and should have a reason for others to change
- Tool #5 : Clearly define the Success Criteria and create a benefit realisation plan and also share the success story
- Tool #6 : Cross functional collaboration, Agile way working can be a panacea for many problems

TOOLS FOR SUCCESS

- Tool #7 : Right team with the right skills, attitude and time and not who is available
- Tool #8 : Discipline of regular action-oriented drumbeat calls
- Tool #9 : For gaining exponential benefits take risks

HERE TO HELP YOU WITH OUR END TO END CAPABILITIES



Anil Rajpal

- Performance Improvement & Digital
- Experience 24 Years



Sachin Jagtap

- Supply Chain
- Experience 19 Years



Siddharth Srivastava

- Supply Chain
- Experience 12 Years



Himanshu Nangia

- Digital, Media, E-Commerce
- Experience 10 Years

Thank you

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