

Automating for **growth** in a challenging **retail market** >



What is the UK retail landscape today?

Tough, competitive with limited market growth.

1.4m

EU workers have returned to their home countries

Up to

40%

Increase in material costs

9%

Inflation increase

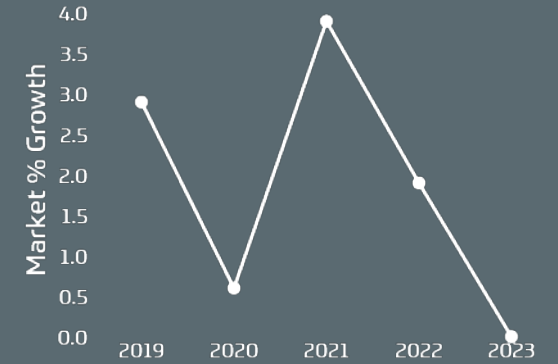
Up to

10%

Increase in freight costs

The UK retail market has increased every year for the last 12 years and generated £430Bn of sales in 2021, employing over 3 million people. A combination of macro factors including labour, product and material shortages and high cost of living increases have dramatically impacted on consumer confidence.

The overall impact is a low market growth outlook with an immediate impact on consumer spending and an outlook of very low growth with retailers needing to reduce their costs and optimise their consumer experience to attract and grow market share.



0.0%

Anticipated overall retail growth in 2023

3.5%

Increase of sales online by 2025

Robiquity enables businesses and people the **time** to fulfil their **core purpose** to add real value

However...

26%

Of an employees
day is wasted

42mins

Are wasted on needless
admin tasks

26mins

Are wasted on outdated
technology tasks

36mins

Are wasted on unproductive
work conversations

28mins

Are wasted on attending
unnecessary meetings

69days

AVG time lost per year, per
worker on manual tasks

On average
Robiquity
generates

27,000

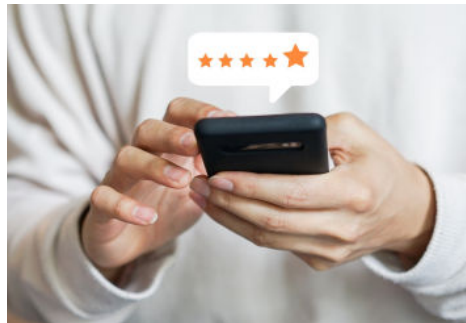
Hours capacity a year

Taking away manual
and repetitive tasks
frees up time for your
people to focus on
their core purpose.

We understand your biggest **retail intelligent automation** opportunities:

Integrating Intelligent Automation into your business provides a competitive advantage, enabling exceptional consumer and employee experience; delivering results and ROI...FAST!

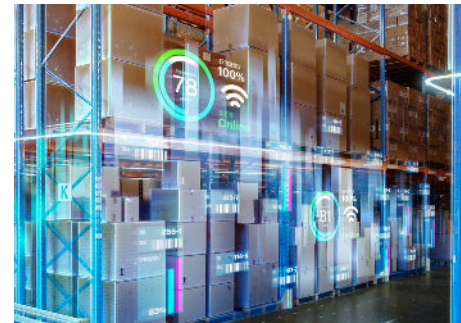
Your Opportunity >



Elevating consumer and employee experience



Synchronised front and back-office processes through a customer first lens



An agile digitalised supply chain

Robiquity Intelligent Automation enables:

24/7/365

Operation & support

100%

Accuracy

3x

Faster than humans

5 months

ROI (AVG for Robiquity clients)

How to blend people and technology across your consumer journey:

We understand the challenges that your employees and consumers face across their journey. Below is what a re-imagined consumer journey can look like where automation delivers maximum efficiencies and consumer experience to your business.

Consumer Journey



Automation Opportunity

ATTENTION

- > Consumer behaviors & trends
- > Media and ad spend management
- > CRM & social campaign integration
- > MI, data & reporting

CONSIDERATION

- > Supplier and commercial management
- > Product ranging, & management
- > Price optimisation
- > Interactive FAQ's and content

PURCHASE

- > Personalised promotions
- > Forecasting & planning
- > Product availability and stock allocation management
- > Purchase order management

SERVICE

- > Order management
- > Interactive knowledge base
- > Single consumer view
- > Back office process automation
Finance, Procurement, HR & IT
- > Consumer contact strategy
Interactive IVR, Live chat,
Chatbot, Email, SMS, My Account

LOYALTY

- > Consumer lifetime value & management
- > Personalisation & loyalty
- > Consumer & employee satisfaction analysis and reporting
- > Dynamic communications & Interaction

What happens when you strike the **right balance** between people and **technology**?

25k

Hours returned to the
business annually



90

Seconds average call
handling time reduction



£1.2m

Capacity generation benefit



Why Robiquity?

We enable businesses and their people the **time** to fulfil their **core purpose**.

The value we offer uniquely is that we have the experience of re-thinking and designing Retail operations and core processes with an automation first mindset.

Intelligent Automation...**Done**



Please contact us to discuss how we can enable you to fulfil your automation potential:



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