tietoevry

Vignettes

News bytes from your trusted technology partner

Retail, Energy and Manufacturing edition
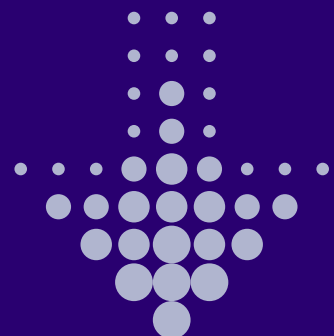
Dear Readers,

Welcome to the second edition of "Vignettes", a quarterly newsletter from your trusted technology partner. This edition will highlight the developments in the Retail, Energy, and Manufacturing vertical at Tietoevry's North America-focused, wholly-owned subsidiary, EVRY USA.

Technological advancement is a constant theme of discussion across industries, with the debate largely about the pace at which such advancement is impacting the way we do business and go about our daily lives. Innovation follows closely on the heels of any technology advancement, and as a company that places innovation on top of the agenda, our focus in this edition is on the innovations that have become possible with technology. With the rise of generative AI, notably ChatGPT, learning and implementing such technical advancements has come onto everyone's radar screen. It is our responsibility to help our clients navigate through this journey.

We're in a world of constant digital transformation. Shoppers are tech-savvy and keen to try out solutions that are enabled by technology. Today, technology is more important than ever to the success of retailers. Retail is an early adopter of many major technology trends. All modern and sophisticated software solutions, including AI, automation, analytics, and AR/VR, are reflected in current retail technology developments. In our Retail practice, we are constantly working on the evolving needs of our esteemed clients. Our team offers a wide range of services, from digital transformations to cybersecurity, data, analytics services and more.

Without further ado, I welcome you to go through our newsletter. In addition to updates on what is happening within our organization, it contains sections focusing on the Retail, Energy, and Manufacturing vertical that we hope you find interesting. If you have any comments or questions, please email us at **info.usa@tietoevry.com**.
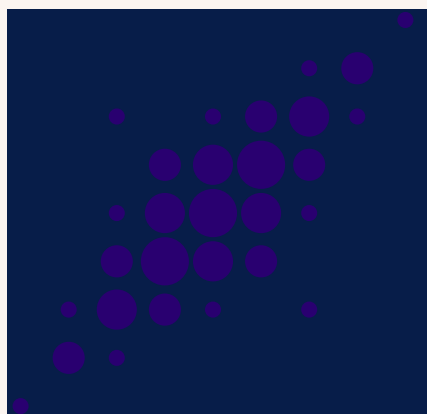
Ram Mohan
EVP, EVRY USA/India

How Generative AI will disrupt Retail

Generative AI has marked another significant technological milestone for Omni-Channel Retail. Every facet of the industry will undergo significant improvements. The customer order cycle, the procure-to-pay cycle, and the manufacturing cycle will all work now in an orchestra and complement each other intuitively and intelligently.

Unlike the current two-dimensional world of browsing and checkout, digital storefronts will provide interactive, immersive, and relevant catalogues and intelligent shopping assistants. Extended reality will complement this with digital twins. Stores will bridge the gap between physical and digital by retaining customers through digital aids in the form of styling agents who will up-sell and cross-sell. AI will also aid in theft detection, item location, backroom management, and store layout planning. These are a couple of use cases of how AI will disrupt the customer order cycle.

AI will influence the procure-to-pay cycle by constantly learning and improving its demand forecasts, inventory planning, and merchandising. For instance, it will analyse the demand patterns, profile the customers, consider customer history and weather conditions, and recommend the best assortment for a store. It will auto-tune the safety stock and improve customer service levels. It will understand the size of the stockout, its fraction of the demand, and its frequency and play a significant role in reducing the gap between supply and demand.

It will also have a positive influence on the manufacturing cycle. It will sensitize the supply chain to the much ignored or overlooked lead time variations and provide supply forecasts that the ordering systems can leverage to plan purchase order cycles. In conjunction with blockchain, which promises greater trust and security, it can track all these cycles and provide greater visibility into how a customer order influences the production of raw material and vice versa, allowing better efficiencies for retailers to plan.

In summary, Generative AI is another technological wave that will positively disrupt every facet of the retail landscape as long as it is carefully and conscientiously implemented. It will render the environment into a world of proactive AI agents intuitively learning from each other and intelligently supporting each other to make Omni-channel Retail happen. 24X7. And seamlessly!

Industry Spotlight

The retail, manufacturing, and logistics sector is a critical part of the global economy, responsible for producing and delivering goods to consumers worldwide. This sector is constantly evolving, with new technologies and innovations driving efficiency and improving the customer experience.

Retail Trends / focus areas: Omni-Channel Retail & Personalization

To meet increased demands in e-commerce, retailers are investing in new technologies such as artificial intelligence and chatbots to improve the customer experience and increase efficiency in order fulfilment and delivery.

Manufacturing Trends / focus areas: Industrial Internet of Things (IIoT), Digital Twins

In manufacturing, automation and the adoption of Industry 4.0 technologies are transforming the production process, with smart factories and connected devices driving higher productivity and reducing costs. The use of data analytics and predictive maintenance is also helping manufacturers to optimize their operations and reduce downtime.

Logistics Trends / focus areas: Automation, Blockchain

In logistics, the adoption of technologies such as GPS tracking and route optimization software is improving the efficiency of delivery networks.

Autonomous vehicles are also being explored for last-mile delivery, providing faster and more efficient delivery options for consumers.

Summary

These sectors are undergoing rapid change and innovation, driven by new technologies and changing consumer behaviours and environmental demands. Companies that can embrace these changes and adapt to the evolving landscape will be well-positioned for success in the future. IT will continue to play an increasingly important role in this space by enabling businesses to improve efficiency, reduce costs, and provide better customer experiences.

At Tietoevry, we partner with our customers on innovation and provide technology-agnostic viewpoints to enable our customers to leverage the best-suited solution to solve business problems. We continue to invest right, and our team members bring immense industry knowledge and technology capabilities to deliver results.
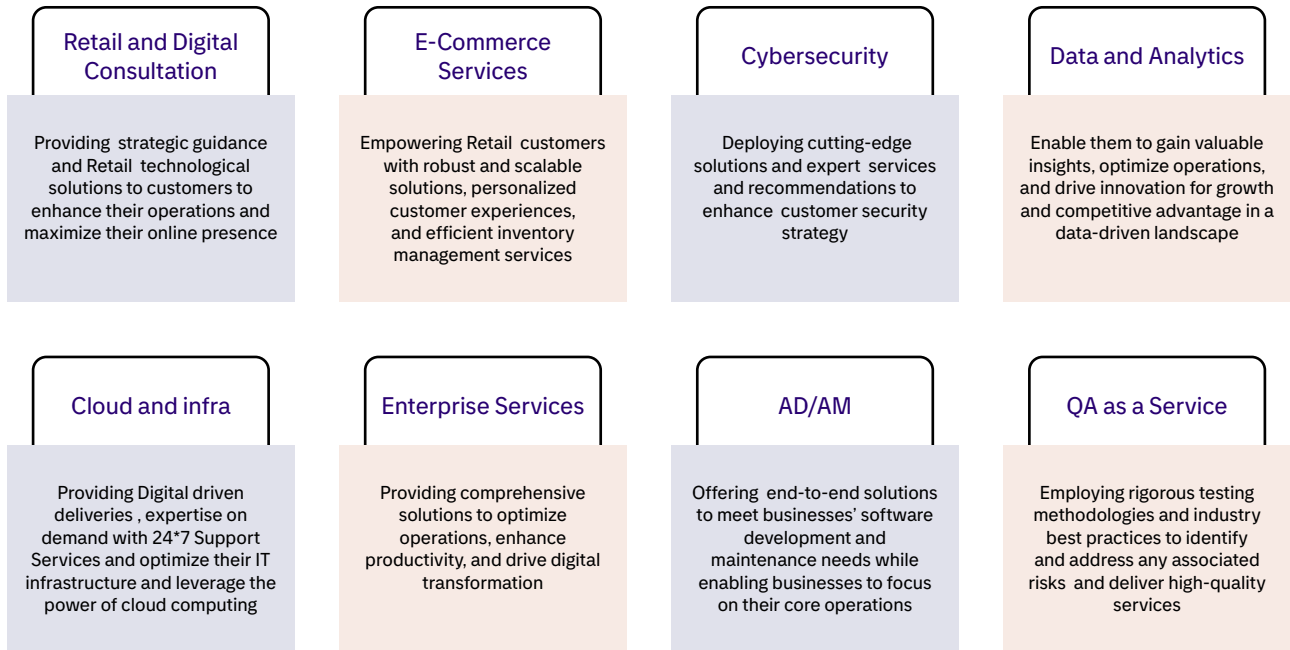
Jayaprakash Nayak

Vice President - Retail, Energy and Manufacturing Business,
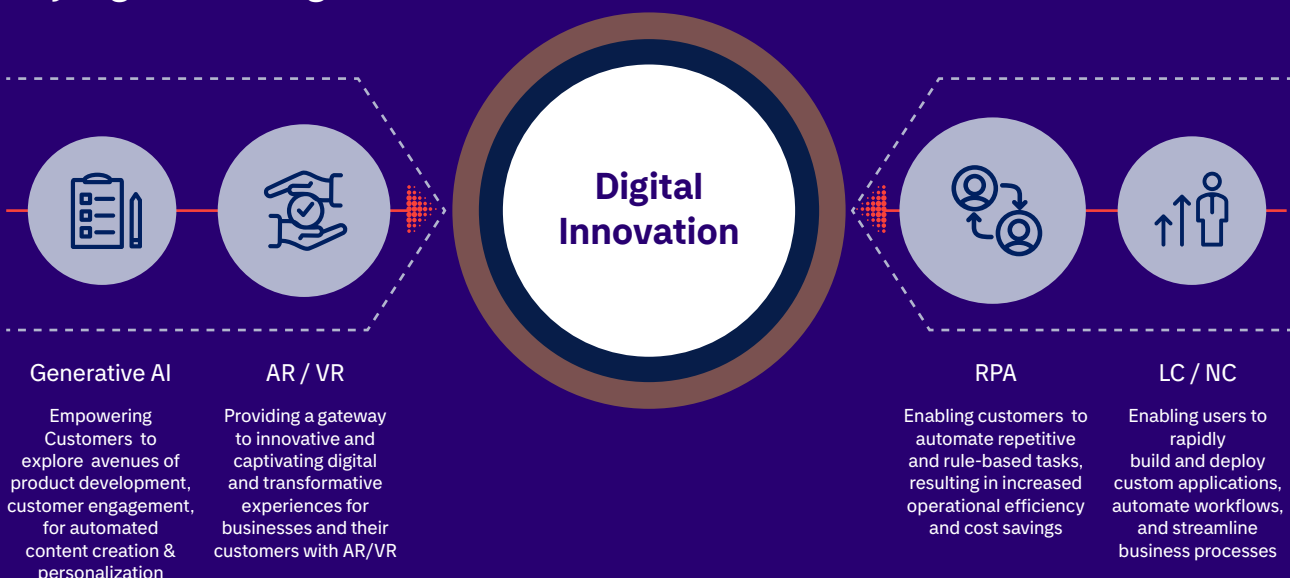North America Market

Practice Overview and Retail Offerings

Key Retail Offerings

Our Business Unit offers a comprehensive range of retail solutions that cater to the evolving needs of the industry; our offerings span various areas.

Retail and Digital Consultation

Providing strategic guidance and Retail technological solutions to customers to enhance their operations and maximize their online presence

E-Commerce Services

Empowering Retail customers with robust and scalable solutions, personalized customer experiences, and efficient inventory management services

Cybersecurity

Deploying cutting-edge solutions and expert services and recommendations to enhance customer security strategy

Data and Analytics

Enable them to gain valuable insights, optimize operations, and drive innovation for growth and competitive advantage in a data-driven landscape

Cloud and infra

Providing Digital driven deliveries , expertise on demand with 24*7 Support Services and optimize their IT infrastructure and leverage the power of cloud computing

Enterprise Services

Providing comprehensive solutions to optimize operations, enhance productivity, and drive digital transformation

AD/AM

Offering end-to-end solutions to meet businesses' software development and maintenance needs while enabling businesses to focus on their core operations

QA as a Service

Employing rigorous testing methodologies and industry best practices to identify and address any associated risks and deliver high-quality services

Key Digital Offerings

Digital Innovation

Generative AI

Empowering Customers to explore avenues of product development, customer engagement, for automated content creation & personalization

AR / VR

Providing a gateway to innovative and captivating digital and transformative experiences for businesses and their customers with AR/VR

RPA

Enabling customers to automate repetitive and rule-based tasks, resulting in increased operational efficiency and cost savings

LC / NC

Enabling users to rapidly build and deploy custom applications, automate workflows, and streamline business processes

Partnerships

CELA

EVRY USA's partnership with CELA Technology Inc., a world-leading AR/AI SAAS company, empowers our clients with innovative retail technologies and tools and transforms online and offline shopping experiences into engaging and frictionless. With no change to CMS and CDN, retailers can humanize the online experience with 3D content rendered to their digital channels. Reach out to us for better pricing and a competitive package.

Whatfix

Tietoevry partnered with the Digital Adoption Platform (DAP) global market leader, Whatfix, to implement software solutions for its global customers. DAP is software layered on top of another software product, app, or website to help facilitate proficiency by guiding users through key tasks and providing contextual information as users navigate the product. Reach out to us for partner discounts and an end-to-end services package.

Recent Wins

World Leader in Packaging and Supply Chain Logistics

The client is a world leader in packaging and supply chain logistics, providing sustainable supply chain services through fleets of reusable containers and a global network of strategically located depots. The client has selected Tietoevry as their strategic partner to provide services, including Cloud Migration and Legacy Modernization.

US based Leading Food Distribution Co-operative

The client is the US's largest food service distribution cooperative, providing nationwide access to exclusive purchasing opportunities with the country's premier suppliers. Tietoevry has been their trusted partner supporting their various application re-engineering and development.

Innovation Corner

Sustainability through Predictive Maintenance of Equipment

Oil and Gas Industries must meet global energy demands. For this reason, the industry is optimizing all aspects, from production to distribution, to ensure sustainability and carbon neutrality by 2050.

To help our Oil and Gas customers, Tietoevry has developed a Sustainability asset through Predictive Maintenance of Equipment. This idea encompasses all equipment, such as compressors, generators, plungers, heat exchangers, and evaporators, used in every step of the oil and gas industry.

Our asset leverages both historical data from the data warehouse and real-time sensor data from IoT sensors in predicting equipment maintenance needs. This is facilitated using a BOT. Our Machine Learning model then predicts maintenance needs by considering, for example, tubing pressure, casing pressure, gas flow rate, etc. We are able to save about $49 million annually for one of our customers by implementing this for a single equipment.

Demand Forecasting for Tire Industry

The global tire market is thriving, driven by the demand for SUVs and the popularity of high-safety tires. Tire companies in the US aim to improve predictions, optimize inventory, and expand distribution centers to meet market demand efficiently.

Our asset forecasts the demands accurately and at a granular level – By region, distribution center, and type of tire. It leverages RPA for automation, Machine Learning for prediction, and Power BI for intuitive and legible illustrations of the forecasted demand.
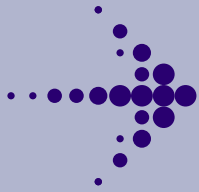
Events and Happenings

- ▶ Webinar: AR Commerce: How will it disrupt the Retail Customer Experience?

- ▶ Webinar: Fireside chat Tech series on 'Driving a Robust Security and Risk Agenda for 2022'

- 📄 Article: Hyper-Automating the Retail Returns Process

- 📄 Article: The Missing Cog in Turning Retail Stores Into Micro-Fulfillment Centers

- 📄 White paper: Transformation of Content in Retail Industry using AR and VR

- 📄 White paper: Canaries of the performance wharf: Testing for performance in a multi – cloud environment

- 📄 Article: CIOTechOutlook, lists Tietoevry India in the Top 10 Most Promising Intelligent Automation Solution Providers,2023 amongst enterprises that can redefine businesses.

- 🏆 Achievement: Tietoevry India Pune office achieves its 100% renewable energy target

Tech Utsav 2023

We want to thank all our guests for joining us at the 13th edition of our annual flagship tech fest, Tech Utsav 2023, and making it a great success. The physical event was hosted onsite on May 3, 2023, at the Bangalore office, and the virtual event was organized on May 16, 2023, for delegates to join globally.

The tech fest is a symposium of technical accomplishments and investments made by Tietoevry India in niche digital technologies. The event is dedicated to celebrating ideas, knowledge, and innovation. We were overwhelmed by the response from our customers, prospects, partners, and colleagues who joined us for the virtual event. We were excited to have experts from the industry in Keynote and Inaugural addresses, panel discussions, Industry and Tech spotlight series, closing remarks, and more.

Some interesting facts about this edition:

90+
challenges and ideas were submitted

19
demos were shortlisted to showcase on the floor

70
demo members were actively involved

10
technical mentors constantly guided the demo members to leverage advanced technology stacks during the 90 preparatory days

We look forward to continuing our tradition of innovation and investing in emerging technologies with your continued collaboration and support.

Meet the squad

Guruprasad Nagaraja, Vibha Narayana, Bhavishya Ashoka, Karan Bhagani, Amrit Sharma
Souvik Mukherjee, Krishnakoli Roy, Mala Chandrashekar, Lokeshwaran Ravi
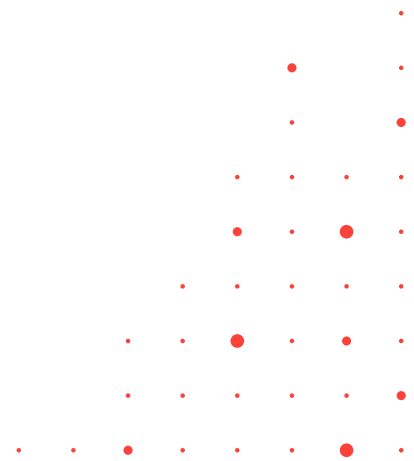
Thank you for reading through our newsletter. Hope you have found it interesting and insightful. We seek your feedback for any improvisations. Please send in your queries and requests to <info.usa@tietoevry.com>.

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