



RETAIL

DISCOVER OPPORTUNITY AT  **scansource**

we **DO** that

The retail market continues adapting to a new world requiring new technologies **WITH SCANSOURCE, TAKE ADVANTAGE OF OPPORTUNITIES IN THIS MARKET**

Retailers today face challenges that probably will continue tomorrow. But, as is often the case, from those challenges have arisen a multitude of opportunities. That's why now is the perfect time to rethink how stores—both online and brick-and mortar—operate, so changes can be implemented that actually improve the customer experience and grow business.

By thinking ahead, ScanSource is well prepared to help our partners seize these opportunities. We'll help you create the solutions your customers need, from in-stock inventory that's ready to ship without delay.

To get started, let's look at some of the trends in the current retail marketplace—and what's expected in the future.

RETAIL TRENDS AND OPPORTUNITIES



Growth of BOPIS (buy online, pick up in store), curbside pickup, and same-day delivery continue to accelerate.

Consumers are opting for hybrid shopping rather than online only; 48% now prefer hybrid shopping vs. 39% this time last year.

■ Source: BCG research on shopping habits

Self-checkout is still the way most consumers prefer to pay inside a store. 79% of US consumers intend to continue or increase their usage of retail self-checkouts beyond the pandemic.

■ Source: McKinsey & Company

Disinfectant-ready continues to be the standard.

The global, disinfectant-products market is forecasted to reach \$30.11B USD by 2027—and is growing due to the increased number of hospital-acquired infections and contagious, virus-related diseases.

■ Source: Reports and Data

Strong digital infrastructure is needed to compete in a changing world.

Globally, digital wallets will make up 51.7% of eCommerce transactions by 2024.

■ Source: WorldPay from FIS: The Global Payments Report 2021

With retailers increasing investments in their digital channels and making online shopping more convenient, online grocery will continue to grow steadily to approximately 21.5% of industry sales by 2025—more than 60% higher than pre-COVID estimates.

■ Source: Mercatus 2020

Contactless payment methods are more prevalent because they're cleaner and more secure than traditional options.

30% of consumers 21 to 35 use digital wallets to pay their restaurant tabs more often than other methods.

■ Source: US Bank Payment Solutions: 2021 Restaurant Payments Insight Report

84% of restaurant customers want digital-payment options.

■ Source: US Bank Payment Solutions: 2021 Restaurant Payments Insight Report

Contactless cards most often are used to buy essentials: grocery 85%; retail 38%; QSRs/fast food 36%.

■ Source: Mastercard Contactless Consumer Polling



SOLUTIONS THAT SUPPORT THESE TRENDS

we **DO** that



SELF-CHECKOUT STATIONS

Shorten the length of time customers wait in line by providing options for them to complete their own transactions.



CONTACTLESS CHECKOUT

Enable your point-of-sale system to accept mobile and digital-wallet payments via RFID or NFC technologies.

Zebra - TC52ax

Handheld, Rugged Mobile Computer



PAYMENT PROCESSING AND/OR PAYMENT GATEWAYS

Confirm your POS technology and payment processor support contactless payment methods and have the right payment gateway for online purchases.



DISINFECTANT-READY SOLUTIONS

Provide mobile computers, docking cradles, barcode scanners, and printers designed to withstand the regular cleaning protocol required to control the spread of infection and disease.



WAYFINDING

Control the flow of foot traffic through physical retail environments, allowing shoppers to quickly find what they're looking for.



VIRTUAL REALITY/AUGMENTED REALITY

Use with virtual dressing rooms, fashion/style recommendations, and virtual-mall shopping experiences.



WIRELESS SERVICES

Ensure adequate amount, and proper placement, of wireless infrastructure through network assessments; identify vulnerabilities, MDM for retailers with large amounts of mission-critical or CX devices.



PHYSICAL SECURITY

Protect the facility, employees, customers; deter theft; use to identify high-traffic areas when coupled with software/AI cameras—helpful for marketing or sanitization.

Cisco - Cisco Meraki MV

Cloud-Managed Smart Cameras

The MV smart camera family brings simplicity and intelligence to the security camera world.



DIGITAL SIGNAGE

Deliver fluid marketing content on displays throughout a retail environment; with smart shelves, display dynamic information about the goods stored on them.



CONNECTIVITY

Support everything above with high-speed bandwidth; can include wireless infrastructure.



BLOCKCHAIN

Know where your goods are at any time, and gain information about their paths from the field/ manufacturers to your store.


Cisco
Distributor

 **ZEBRA**