



# RETAIL & GROCERY

## DISCOVER OPPORTUNITY AT scansource®

In the United States, retail and food services sales amounted to an astonishing \$6.2 trillion USD in 2019, increasing for the tenth consecutive year. Now and in the future, greater convenience and improved delivery options are among the reasons why, for example, US online grocery sales alone are projected to reach nearly \$60B USD by 2023—while those same sales totaled \$29B USD in 2019<sup>1</sup>.

## RETAIL AND GROCERY TRENDS AND OPPORTUNITIES



More retailers and grocers are utilizing “**dark stores**”—former retail spaces that become small fulfillment centers for online orders

### Strong digital infrastructure

is needed to compete in today's changing world

- Online grocery will continue to grow steadily to ~21.5% of industry sales by 2025—more than **60% higher** than pre-COVID estimates<sup>4</sup>.



### Contactless payment methods

are more prevalent because they're cleaner and more secure than traditional options

- More than half of Americans use some form of contactless payment, including mobile wallets<sup>2</sup>.



**Disinfectant-ready** is the new 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<sup>5</sup>.



Growth of **BOPIS** (buy online, pick up in store), curbside pickup, and same-day delivery is accelerating

- By 2021, **90%** of retailers will offer BOPIS<sup>3</sup>.

### SOURCES

1 Statista

2 Mastercard Contactless Consumer Polling

3 Digital Commerce 360

4 Mercatus 2020

5 Reports and Data

# SOLUTIONS THAT SUPPORT THESE TRENDS



## PAYMENT PROCESSING AND/OR PAYMENT GATEWAYS

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



## CONTACTLESS CHECKOUT

Improve efficiency and safety during check out with touch-free options.

**Corded or cordless Zebra DS8100** handheld scanners offer game-changing productivity and functionality by maximizing transaction times per shift and reducing wait times.



## DIGITAL SIGNAGE

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



## COMMUNICATION

Use mostly to connect employees to employees, or customers to employees; to go contactless, use IVRs to provide self-service options to customers.



## 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.



## IoT

Provide opportunities to interact with individual customers as they enter/exit parts of a retail environment through sensors and beacons; protect perishable items (e.g., temperature sensors in freezers); alert employees.



## CONNECTIVITY

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

**Cisco Meraki MR36** offers high throughput, enterprise-grade security, and simple management that delivers next-gen deployment in offices, schools, hospitals, shops, and hotels.



## WAYFINDING

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



## VIRTUAL REALITY/AUGMENTED REALITY

Use in virtual dressing rooms for fashion/style recommendations, and to improve virtual-mall shopping experiences.



## ACCESS CONTROL

Restrict access to off-limits areas like entrances/exits, employee break rooms, stock rooms, or areas of retail space closed off to control social distancing.



## 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.



## 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.



## SECURITY

Secure retailers' data—without them having to invest in their own NOCs—through managed security partnerships.



## BLOCKCHAIN

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



## PRECAUTION

Scan temperatures of employees and customers; UV clean for high-touch devices.



## SELF-CHECKOUT STATIONS

Keep checkout lanes open and business flowing by cutting down lines and providing greater convenience for customers.

