Appian for Store Operations

Streamline processes for an improved retail experience.

Retail stores are facing a pivotal time. Changing guidelines, new fulfillment offerings for customers, and employee shortages are making day-to-day operations challenging. There is a need to do more with less and to improve ways of interacting across supply chain, corporate, and store teams to ensure a seamless customer experience.

The level of efficiency with which retailers manage daily store operations will influence brand perception and customer retention. The key to success is automation—retailers need to leverage applications that can replace paper-based approaches and allow for real-time task collaboration—all from a hand-held device.

Here are the top areas retailers are looking to automate to improve operational efficiencies within and across their stores:

Inbound delivery visibility – Ensure visibility for inbound store deliveries and provide real-time communication to anticipate changes. This helps plan for shipments, schedule staff, properly process freight, and complete stock-to-sales-floor tasks.

In-store task management – Streamline in-store activities and associated tasks to ensure flawless execution. Tasks originate from store managers, corporate offices, regional leaders, or lead associates, including display shifts, signage changes, pricing and promotion changeovers, aisle attention, and other daily tasks.

Inventory cycle counts – Improve inventory auditing processes to ensure accurate product levels and identify shrinkage. Mobile applications help streamline physical inventory counts, empty bin counting, and manage outdated products.

Direct store delivery (DSD) – Boost coordination and communication with DSD vendors, including route changes, delivery times, inventory levels, and out-of-stocks. Optimizing collaboration ensures shelves stay stocked and invoices match products received.

Store projects – Improve how store projects are managed across new store builds, remodels, and relocations. Gain visibility into stage progress across initiation, site approval, property control, and construction with the ability to track milestones, activities, requests and approvals, and documentation.

Order fulfillment (BOPIS) – Enhance visibility into inventory quantities and location for improved order fulfillment. Mobile-enabled apps with business rules around availability and smart recommendations give associates an accurate sense of inventory placement to fill orders faster.

Store execution compliance – Increase transparency into how stores are implementing marketing and merchandising strategies, including for promotions, shelf positioning, end cap displays, and seasonal resets. Store associates can view and complete assignments and upload pictures via a mobile app. Reporting provides insight into adherence, performance gaps, and how to shift strategies.

Workforce safety – Deliver an agile COVID-19 response to protect the health and safety of employees and customers. Better manage the return-to-work and vaccination tracking processes for employees at corporate, stores, or in the field.
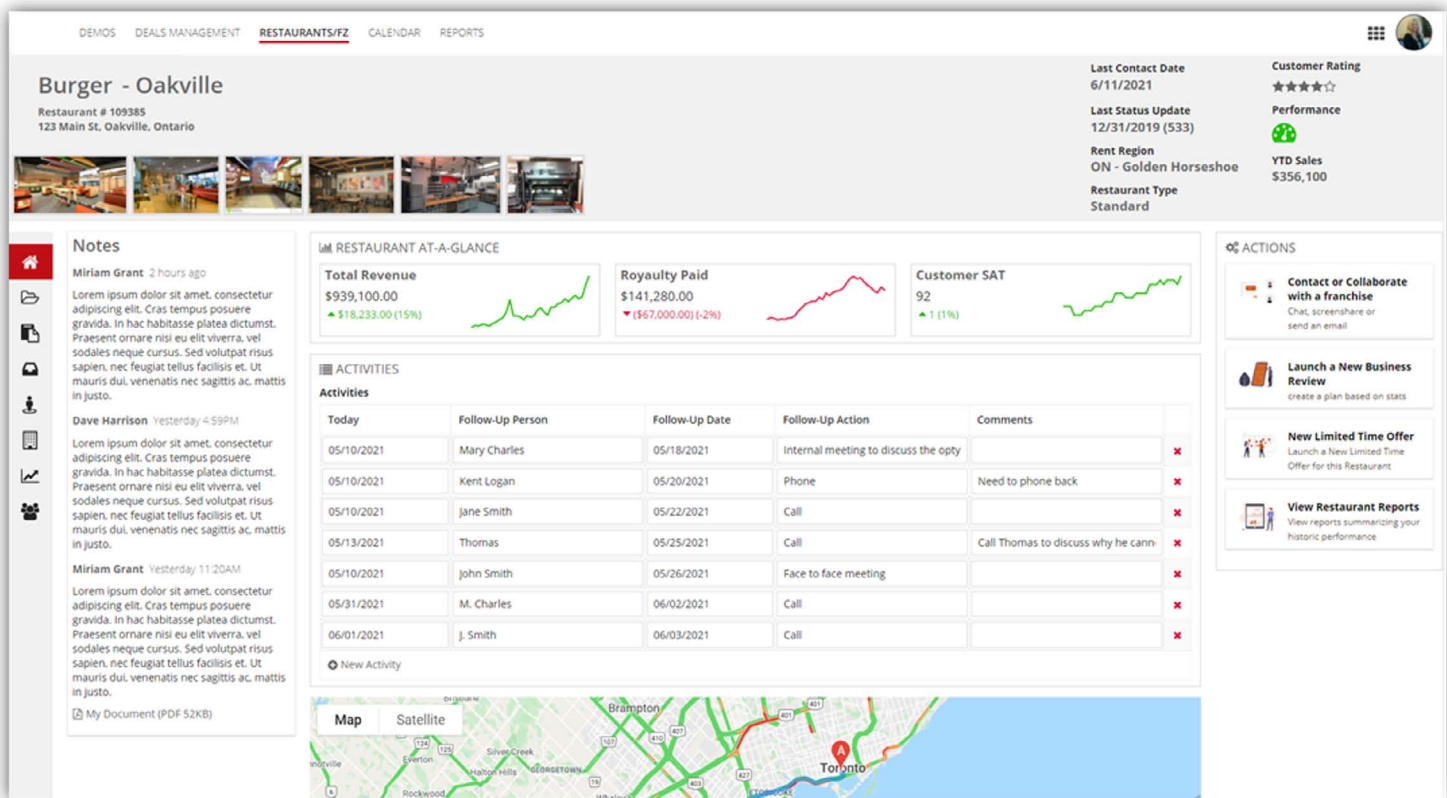
Low-code for improved store operations.

The Appian Low-Code Platform provides a more efficient, user-friendly, and intuitive way to manage store team processes. Appian workflow, AI, RPA, and case management capabilities transform the way organizations are handling operations in these ways:

- Delivering native mobile apps to empower associates and digitize manual activities and tasks.

- Improving visibility and workflow between stores, corporate, supply chain, distribution centers, merchandising teams, and more.

- Extending processes and data insights around existing systems.

- Tracking key metrics around sales performance, employee attrition, store execution, inventory levels, returned products, and more.

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For more information visit:
appian.com/retail